



SULTAN-UL-ULOOM COLLEGE OF PHARMACY

(Estd. by Sultan-ul-Uloom Education Society)

Approved by AICTE & Pharmacy Council of India

Affiliated to Jawaharlal Nehru Technological University, Hyderabad.

B. Pharm Program Accredited by NBA

Recognized under Section 2(f) & 12(B) of the UGC Act, 1956

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GRIEVANCE REDRESSAL

(POLICY DOCUMENT)

Sultan-ul-Uloom College of Pharmacy is committed to providing a fair and transparent environment for all its stakeholders, including students, faculty, staff and other members of the academic community. This Grievance Redressal Policy outlines the framework for addressing grievances promptly, impartially and effectively.

Purpose:

The purpose of this policy is to:

- Provide a mechanism for addressing grievances related to academic, administrative and personal matters.
- Ensure that grievances are resolved in a fair, transparent and timely manner.
- Uphold the principles of justice, equity and integrity within the institution.
- Create a positive and conducive environment that supports the growth and well-being of all stakeholders.

Scope

This policy applies to all students, faculty, staff and any other individuals associated with Sultan-ul-Uloom College of Pharmacy. Grievances may include but are not limited to academic disputes, discrimination, harassment, unfair treatment, administrative issues or any other concerns affecting the academic, working environment of institution or the individuals.

Grievance Redressal Mechanism

1. Informal Resolution

In the case of a grievance, individuals are encouraged to resolve the matter through informal means by discussing the concern with the relevant parties involved. This could involve seeking clarification, expressing concerns or attempting to find an amicable resolution.

2. Formal Grievance Procedure

If the grievance remains unresolved or the nature of the complaint requires formal intervention, the following procedure will be followed:

- a. Submission of Grievance:** The complainant must submit a written complaint outlining the nature of the grievance, providing relevant details and supporting documentation, if any. Grievance can be received through online grievance redressal software, drop boxes or directly by mentors/ class in-charges / HOD's / Principal / members of GRC committee.

Web link- <https://sultanuloompharmacy.edugrievance.com/>

- b. Grievance Redressal Committee(GRC):** Sultan-ul-Uloom College of Pharmacy established Grievance Redressal Committee comprising impartial members from different departments or units. The GRC will be responsible for reviewing and resolving grievances in a fair and unbiased manner.

Committee members

Sl. No.	Name	Position	Contact no
1	Dr. Anupama Koneru Principal	Chairperson	98666555447
2	Dr. A. Jaya Shree Professor of Chemistry, IST, JNTUH	Ombudsman, JNTUH	040-32422253
3	Dr. V. Murali Balaram H.O.D. Dept. of Quality Assurance	Coordinator, Grievance Redressal Cell	9618525201
4	Dr. D. Saritha H.O.D. Dept. of Pharmaceutics	Coordinator, Women Protection Cell/ Gender Sensitation Cell	9948566726
5	Dr. N. Anitha, HOD Dept, of Pharmacology	Coordinator, SC/ST Cell/ Anti Discrimination Cell	9959971590
6	Mr. M. Mushraff Ali Khan Assoc. Prof. Dept. of Pharmaceutics	Member	9848449995
7	Dr. J Raghuram HOD Dept. of Pharmacy Practice	Coordinator (Pharmacy Practice)	9494238814
8	Mr. S. K. Syed Hussain Asst. Prof. Dept. of Pharm. Biotechnology	Member	9705198981

c. Investigation and Resolution: The GRC will conduct a thorough investigation, including gathering information from all relevant parties. The committee will ensure confidentiality, adherence to natural justice and principles of fairness throughout the process. The GRC will provide an opportunity for the complainant and the party against whom the complaint is made to present their case.

d. Decision and Communication: Based on the findings of the investigation, the GRC will decide and communicate the outcome to the parties involved. The decision will be fair, impartial and based on the evidence presented.

e. Remedial Actions: If the grievance is substantiated, the GRC will recommend appropriate remedial actions, which may include disciplinary measures, policy changes, training programs or any other necessary actions to rectify the situation.

f. Timelines: Every effort will be made to resolve grievances within a reasonable timeframe. The GRC will ensure timely communication and completion of the grievance redressal process.

Confidentiality and Non-Retaliation

Sultan-ul-Uloom College of Pharmacy is committed to maintaining the confidentiality of the grievance redressal process. All parties involved in the complaint, including the complainant, witnesses and Perpetrator are instructed to maintain strict confidentiality. Additionally, the institution prohibits any form of retaliation against individuals who file a grievance in good faith.

Appeal Process

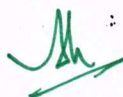
In case the complainant or the respondent is dissatisfied with the decision of the Grievance Redressal Committee, they may have the right to appeal. The appeal process, including the designated authority for the appeal and the timelines involved, will be communicated to the first/ Appellate authority involved at the time of the decision.

Documentation and Record-keeping

Sultan-ul-Uloom College of Pharmacy will maintain proper records of all grievances, investigations, decisions and actions taken. These records will be securely stored and retained for the appropriate duration as per institutional policies and legal requirements.

Awareness and Training

Sultan-ul-Uloom College of Pharmacy will conduct regular awareness programs and training sessions to educate all stakeholders about the grievance redressal policy, procedures and available support services. This will promote a culture of respect, open communication and fairness within the institution.

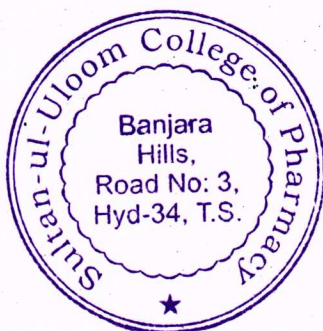



Review and Evaluation

This Grievance Redressal Policy will be reviewed periodically to ensure its effectiveness and make necessary revisions or improvements based on feedback and changing needs.

Conclusion

Sultan-ul-Uloom College of Pharmacy is committed to providing a fair and transparent grievance redressal mechanism that upholds the principles of justice, equity and integrity. We encourage all members of the academic community to utilize this policy for the resolution of grievances and to contribute to a positive and inclusive environment.




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