




Turkayamjal(V), Abdullapurmet(M),RRDist-.Telangana State-501510

## GRIEVANCE POLICY

Approved in Governing Body meeting held on 5<sup>th</sup> January 2017



  
Principal  
St. Pauls College of Pharmacy  
Turkayamjal, R.R. Dist-501 510.



## **GRIEVANCE POLICY**

### **Purpose and Scope**

The purpose of the St.Pauls College of Pharmacy Grievance Policy/Procedure is to assist in resolving workplace issues/problems as they develop. We recognize that workplace challenges may arise from time to time and have found that the best way of maintaining job satisfaction and good working relationship, is to follow a procedure for solving problems and grievances.

The procedure aims to provide all employees and students with a number of avenues to have their grievances heard and resolved.

### **Objectives**

St.Pauls College of Pharmacy is committed to providing a fair, safe and productive work environment where grievances are dealt with sensitively and expeditiously.


### **Definitions**

#### **What is a grievance?**

- A grievance is any type of problem, concern or complaint related to work or the work environment. For example, you could have a grievance about:

- transfer or promotion
- staff development or training availability
- rosters or hours of work
- wage or salary levels
- leave allocation
- the work environment
- safety in the workplace
- the nature of supervision
- performance appraisal
- discrimination or harassment.

- A grievance may be about any act, omission, situation or decision that an employee thinks is unfair, discriminatory or unjustified.

  
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- Our policies regarding Equal Employment Opportunity, Bullying and our Harassment and Discriminatory outline the types of behavior that are and are not acceptable within our workplace.

## **Responsibility**

The following people have a responsibility in relation to this procedure:

- Chairperson of Grievance Redressal Committee
- Members
- Management

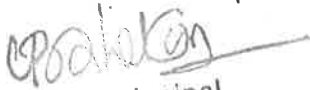
## **Procedure**

The following procedure sets out the way in which St.Pauls College of Pharmacy will handle a complaint. Do not let people get away with harassment and unfair behaviour.

### **1. Our Grievance Procedure is:**

- **CONFIDENTIAL** - Only the people directly involved in the grievance, or in sorting it out, can have access to information about the grievance. Information goes on an employee's personnel file only if they are disciplined as part of sorting out the grievance.
- **IMPARTIAL** - All sides get a chance to tell their side of the story. No-one makes any assumptions or takes any action until all relevant information has been collected and considered. All sides have access to support or representation if they want or need it.
- **FREE OF REPERCUSSIONS OR VICTIMIZATION** - Chairperson of Grievance Redressal Committee takes necessary steps to make sure that people involved in a grievance are not victimized by anyone for coming forward with the grievance or for helping to sort it out. Any victimization will lead to disciplinary action. However, if the grievance procedure is used by an employee to lie about someone, the employee too can be disciplined. Of course, if we decide that we need to take disciplinary action against someone for breaching any of our policies or standards, then we will do so. However, we will do this fairly and consistently.
- **SENSITIVE** - the people who help sort out grievances have been specially trained to treat all grievances sensitively. You won't be laughed at or treated badly for making a grievance, or for explaining your side of the story.
- **TIMELY** - Chairperson of Grievance Redressal Committee aims to deal with all grievances as quickly as possible. There are time limits for the different stages. The aim is to sort out all grievances within 2 weeks if at all possible. Most grievances can be sorted out even faster than this.

### **2.Mechanism of Grievance Redressal**

  
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All grievances of staff and students are redressed expeditiously, as each staff is a key Member of the organization. Any grievances reported verbally or written are appropriately dealt with by the concerned Head of the Department. However, the staff, if desires or not feel that his/her grievance is not redressed satisfactorily, can approach the Grievance Cell for Redressal. All the grievances can be reported by using following mail also [grievances@stpaulscollege.ac.in](mailto:grievances@stpaulscollege.ac.in)

Composition of the committee:

➤ Chairperson- Principal.

Four faculty members are nominated by the principal. The chairperson is expected to undertake all the prime duties of the committee, namely convening the meetings, recording minutes, recording special observations and suggestions and resolution and documents must be ratified by the statutory bodies.

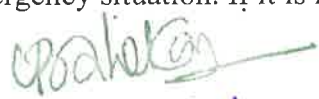
Stages in the process are set out in the chart below, 'What to do if you have a grievance'.

#### WHAT TO DO IF YOU HAVE A GRIEVANCE

What to do	
<b>Step 1</b>	If you can, try to sort it out yourself with the person or people involved. You may find that they didn't mean to do what they did.
<b>Step 2</b>	If: <ul style="list-style-type: none"> <li>• you aren't sure how to handle the problem yourself, or</li> <li>• you just want to talk confidentially about the problem with someone.</li> </ul>
<b>Step 3</b>	If you are unhappy with the way the grievance is being, or has been, sorted out, you can <u>firstly</u> appeal
<b>Step 4</b>	If you are unhappy with the way the grievance is being, or has been, sorted out, you can <u>secondly</u> appeal

#### Meeting schedule and process of convening a meeting:

The chairperson is expected to issue a circular with the schedule and agenda one week in advance. However, the chairman reserves the right to conduct any emergency session under certain circumstances that can be deemed to be an emergency situation. If it is not possible for

  
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the chairperson to convene a meeting because of any academic or administrative reasons, one of the senior members of the committee can take up the responsibility of convening the meeting with the prior approval of the Principal. Grievance redressal committee is constituted in the college to address the grievance of staff, students and parents.

**Grievance Redressal Cell** headed by **Principal**, shall meet within a week from the date of receipt of any petition/complaint from anybody and take necessary action as deemed to be fit and initiate necessary action for solving problem and following are the members of committees.

### **3. Some Possible Outcomes**

#### **• Joint agreement**

Many grievances will be able to be settled by joint agreement between the people involved in the grievance.

No records or notes will go on anyone's personnel file. The person who handled the grievance will write a confidential report. This report will be filed in a confidential grievance filing system within human resources. Only the Managing Director and Manager Human Resources will have access to this, and only when necessary.

#### **• Not enough proof to be able to act**

If there is not enough proof to work out who is telling the truth, no disciplinary action will be taken. Instead, we may decide to:

- keep a closer watch on the people involved
- consider wider staff training on the particular policy or standard involved.

No records or notes will go on anyone's personnel file. The person who handled the grievance will write a confidential report. This report will be filed in a confidential grievance filing system within human resources. Only the Manager Human Resources will have access to this, and only when necessary.


#### **• Disciplinary action**

If the person sorting out the grievance decides that there has been a breach of one of our policies or standards we may discipline the person or people who breached the standard or policy.

If your grievance consists of lies, you can be disciplined. If the person or people you complained about are found to have committed a breach of one of our policies or standards, they can be disciplined.

The level of discipline will depend on such things as:

- the seriousness of the breach

  
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- whether they/you knew what they/you were doing and intended to do it
- whether they/you have been officially warned or disciplined before about this type of breach
- whether there are any circumstances that mean they/you should not be disciplined at all, or not disciplined so seriously.


Discipline could involve one or more of the following:

- a written apology
- counseling
- an official warning
- loss of promotion rights or wage/salary increases for a specified period
- dismissal.

### **How will the appeal work?**

The person who handles an appeal will generally 'rehear' the grievance, by going through the same steps as the person who handled the original grievance. However, they may decide to interview more witnesses if they think they will be able to help.

In addition, if they believe the original grievance handler mishandled the grievance in a way that breaches this grievance procedure, they may recommend disciplinary action against that person.

  
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### MINUTES OF THE GOVERNING BODY MEETING HELD ON 05/01/2017

The minutes of the meeting of the Governing body of St. Pauls College of Pharmacy, Turkayamjal held in the boardroom on 05/01/2017 at 11.00pm.

**Members present:**

1.	Prof. A. Narasing Rao, Department of Geology, UCS, OU	University nominee
2.	Mr.K.Sudhir, President St.Pauls Educational Society	Chairman Management
3.	Mr.T.Raghava Reddy, Secretary St.Pauls Educational Society	Management
4.	Mrs. K. Veda Samhitha, Member St.Pauls Educational Society	Management
5.	Dr.J.Venkateshwara Rao, Principal St.Pauls College of Pharmacy	Member- Secretary
6.	Mr. Ramalingam , HOD Department of Pharmaceutical chemistry	Faculty Member
7.	Dr.P.Sunil Kumar Chaitanya, HOD Department of Pharmaceutical Analysis	Faculty Member

The following agenda items were discussed

**1. To confirm the minutes and report the action taken on the minutes of the previous meeting held on 09/09/2016**

The governing body confirmed the following minutes of the previous meeting and approved the action taken regarding the minutes of the last meeting held on 09/09/2016


- To comply strictly on all deficiencies pointed out earlier during the PCI inspection
- Faculty to work on innovative Research.
- Upgradation of qualification of teaching faculty.

**Action taken:**

- Fulfilled the deficiencies made in compliance with previous PCI
- Inspection
- Faculty published articles.
- Conducted staff meeting to all the faculty members to discuss the importance of upgradation of qualification

**2. Conduction of National conference**

The G.B had advised to conduct a national conference on "Recent innovation in New Drug discovery and challenges in health care system" on 17<sup>th</sup> & 18<sup>th</sup> feb 2017, and the Convener of the conference- Dr. Hyma had been advised to form the required committees for conduction of the conference.

  
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### 3. Research centre:

The Governing Body also recommended to plan and write an application to O.U for the recognition of St. Pauls College of pharmacy as a Research centre, as the college has enough senior faculty i.e. Professors, Associate professors and others qualified in the college available for conducting Various Research works.

### 4. Service Rules:

The Governing Body has approved the proposed service rules and instructed to update the service rules whenever necessary/needed and made sure the faculty and students are aware of the updated service Rules.

### 5. Procurement of Chemicals, equipment, Books and other

The Governing Body had also advised to procure all the requirements for the academic year 2017-2018 and approved the budget.

### 6. Approval of Policies


The Governing body has approved the statutory committees policies and the best practice related policies required for the effective functioning of the Institution.

#### Statutory Policies

- 1) Grievance Policy
- 2) Anti-ragging Policy
- 3) Internal Complaints Policy
- 4) Gender Sensitization
- 5) Anti-discrimination

#### Other Policies

- 1) Green Policy
- 2) Disabled Policy
- 3) Strategic & Deployment plan
- 4) Code of conduct
- 5) Staff welfare policy

  
Principal  
St. Pauls College of Pharmacy  
Turkayamjal, R.R. Dist:501-510010.