



President :
Shri Amrishbhai R. Patel
M.L.A.

Principal :
Dr. S. B. Bari
M.Pharm. Ph.D., D.I.M.F.J.C.

Mechanism Of Submitting Grievances

Student Grievances:

- a. **Informal Resolution:** Students are often encouraged to resolve grievances informally first. They can approach the faculty member, staff, or individual directly involved in the issue to discuss and attempt to find a solution.
- b. **Formal Grievance Submission:** If the informal resolution is not possible or does not lead to a satisfactory outcome, the student can proceed with a formal grievance submission.
- c. **Contacting Student Affairs or Grievance Officer:** The student should contact the designated office, usually the student affairs office or the grievance officer/committee, to initiate the formal grievance process.
- d. **Written Complaint:** The student will need to submit a written complaint detailing the grievance, including relevant facts, dates, names of individuals involved, and any supporting evidence or documentation.
- e. **Investigation and Review:** The institution's grievance officer or committee will conduct an investigation into the matter. They may interview parties involved and examine evidence to reach a resolution.
- f. **Resolution and Decision:** After the investigation, a decision or resolution will be reached. The institution will take appropriate actions to address the grievance and may inform the student of the outcome.
- g. **Appeal Process:** If the student is dissatisfied with the decision, they may have the right to appeal the decision to a higher authority or appeal committee within the institution.

Faculty Grievances:

- a. **Informal Resolution:** Faculty members may attempt to resolve their grievances informally by discussing the matter with the relevant parties, such as department heads, supervisors, or colleagues.
- b. **Formal Grievance Submission:** If informal resolution is not possible or unsuccessful, the faculty member can proceed with a formal grievance submission.



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- c. Contacting Human Resources or Grievance Committee: The faculty member should contact the institution's human resources department or the designated grievance committee/office.
- d. Written Complaint: Similar to students, faculty members need to submit a written complaint outlining the details of the grievance and any supporting evidence.
- e. Investigation and Review: The institution will conduct an investigation into the grievance and review the relevant information.
- f. Resolution and Decision: After the investigation, a decision or resolution will be made to address the faculty member's grievance.
- g. Appeal Process: If the faculty member is not satisfied with the decision, they may have the option to appeal the decision through the institution's designated appeal process.

Parent Grievances:

- a. Contacting the Institution: Parents who have grievances related to their child's education or well-being at the HEI should contact the relevant department or office, such as the student affairs office or the academic affairs office.
- b. Written Complaint: Parents will be required to submit a written complaint detailing the grievance and any pertinent information or evidence.
- c. Investigation and Review: The institution will conduct an investigation and review the grievance to understand the issue fully.
- d. Resolution and Decision: After the investigation, the institution will take appropriate actions to address the grievance and communicate the outcome to the parents.
- e. Appeal Process: If the parents are dissatisfied with the resolution, they may inquire about any appeal processes available at the institution.




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'Serving Nation's Health'

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Online grievance form available of college website portal

Call Us: 02563 257599 | Email: principal@hrpatelpharmacy.co.in | Grievance Portal | NIRF | Online Fee Payment | Downloads

H. R. PATEL INSTITUTE OF PHARMACEUTICAL EDUCATION AND RESEARCH
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Questions Responses Settings

H. R. PATEL INSTITUTE OF PHARMACEUTICAL EDUCATION AND RESEARCH

STUDENT COMPLAINT/GRIEVANCE FORM

Name of student
Short answer text

Mobile Number
Short answer text

COMPLAINT/GRIEVANCE Related to

- about Faculty/Staff
- Hostel
- College Facility
- Fees
- Office work



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