

## **PROCEDURE FOR REGISTERING COMPLAINTS**

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All complaints must be brought by the complainant in person or through message or email or letter to any member of the Internal Complaint committee. The complaint can be brought by another person on behalf of the complainant also. The committee on receiving the complaint, will schedule a meeting and decide whether an investigation, intervention or some other assistance is needed.

## **ENQUIRY PROCEDURES & CONFIDENTIALITY**

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1. All complaints made to any committee member must be received and recorded by the member, who shall then inform the Chairperson of the Committee about the complaint, who in turn shall call a meeting of the committee.
2. The committee is bound to maintain confidentiality during the time of the enquiry (in order not to prejudice the proceedings).
3. After the report has been finalised, confidentiality should be maintained, if the complainant so desires, by withholding the complainant's name and other particulars that would identify her.
4. The ICC after the receipt of a complaint, establish a prima facie case of sexual harassment on the basis of both the definition of sexual harassment as given in this policy, and the jurisdiction of this policy.
5. In case of a complaint filed by another person on behalf of the complainant (where the complainant is in confinement) the complaint will be investigated in order to explore whether a prima facie case of sexual harassment exists and whether intervention or some other assistance is required.
6. During the enquiry procedure, the complainant and the accused will be called separately so as to ensure freedom of expression and an atmosphere free of intimidation. The complainant will be allowed to be accompanied by one representative during the enquiry.
7. The ICC must submit its report to the Principal of the college not later than one month for punitive action if required.
8. If the complaint is not resolved, the complaint may be referred to the Chairperson of the College or the management or handled legally.
9. The entire process of enquiry should be completed within three months.

# STANDARD OPERATING PROTOCOL

