



# Andhra Loyola College (Autonomous)

VIJAYAWADA-520 008.

Accredited in III Cycle at A\* Grade with a CGPA of 3.66 / 4.00

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## INTERNAL COMPLAINTS COMMITTEE

The Internal Complaints Committee (ICC) is a crucial component of any organization, responsible for addressing complaints related to harassment, discrimination, or any form of misconduct within the workplace or institution. Here's an overview of how an ICC typically functions:

### Formation and Composition:

- The ICC is formed in compliance with relevant laws and guidelines, such as the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013 in India.
- The committee comprises members from diverse backgrounds, including faculty members, administrative staff, and student representatives.
- A Chairperson is appointed to lead the committee, often a senior faculty member or administrator, with a Coordinator supporting them.

### Policy and Procedure Development:

- The ICC develops and implements policies and procedures for handling complaints in accordance with legal requirements and organizational policies.
- These policies outline the definition of harassment, the complaint filing process, investigation procedures, confidentiality measures, and the disciplinary actions that may be taken against offenders.

### Awareness and Training:

- The ICC conducts regular awareness sessions and training programs to educate members of the institution about their rights and responsibilities regarding harassment and discrimination.
- Training includes information on recognizing harassment, reporting procedures, and the role of the ICC in addressing complaints.

### Receiving and Processing Complaints:

- The ICC receives complaints from individuals who have experienced or witnessed harassment or discrimination.
- Complaints can be submitted in writing or verbally, and measures are in place to ensure confidentiality and protect the identity of the complainant.

### **Investigation and Resolution:**

- Upon receiving a complaint, the ICC initiates an investigation, which may involve gathering evidence, interviewing witnesses, and conducting hearings.
- The committee ensures a fair and impartial investigation, giving both the complainant and the respondent an opportunity to present their side of the story.
- After the investigation, the ICC deliberates and determines whether harassment or discrimination has occurred based on the evidence collected.
- If the complaint is substantiated, the ICC recommends appropriate disciplinary action against the perpetrator, which may include warnings, suspension, or termination of employment or academic enrollment.

### **Follow-up and Monitoring:**

- The ICC monitors the implementation of its recommendations and ensures that appropriate measures are taken to prevent recurrence of harassment or discrimination.
- Follow-up may involve providing support to the complainant, monitoring the behavior of the respondent, and conducting periodic reviews of the institution's policies and procedures.

### **Reporting:**

- Regular reports are submitted to the management or governing body of the institution, detailing the number and nature of complaints received, outcomes of investigations, and recommendations for improvement.

### **Continuous Improvement:**

- The ICC periodically reviews its policies and procedures to identify areas for improvement and ensure compliance with changing legal requirements.
- Feedback from stakeholders, including complainants and respondents, is solicited to assess the effectiveness of the ICC's processes and identify opportunities for enhancement.

Overall, the ICC plays a crucial role in creating a safe and inclusive environment within the institution by addressing and preventing harassment and discrimination effectively.