

Procedure for Submitting a Complaint:

Complaints must be formally submitted through email, post, or in person at the earliest convenience following the incident. The preferred method is in writing and should include the complainant's name, designation, contact number, and address. Verbal complaints will not be considered. To ensure a comprehensive report, the complainant should provide the following details:

1.	Details of the Person Involved	Name, department, and position of the individual accused of harassment.
2.	Description of the Incident(s)	Include the date(s), location(s), and any available details of the incident(s). Please mention the presence of any witnesses.
3.	Information on Other Potential Victims	Provide the names of other individuals who may have experienced similar harassment
4.	Actions Taken by the Complainant	Specify any steps the complainant has taken to address or stop the harassment
5.	Additional Relevant Information	Include any other information deemed pertinent to understanding the nature of the harassment.

Confidentiality is a top priority in handling complaints and investigations. All information is treated with utmost confidentiality and is disclosed strictly on a need-to-know basis.

This process is designed to ensure a fair and thorough examination of complaints while respecting the privacy and well-being of all parties involved.

Procedure for Addressing complaints within the POSH Cell:

1. **Initiation of Enquiry: **

- Upon receiving a complaint, the Chair Person of the POSH Cell will promptly initiate an inquiry. A committee will be formed, comprising members of the Internal Complaints Committee, and, when necessary, an External members of POSH Cell. The formation of the committee will be subject to the approval of the Head of the Institution. The committee will conduct interviews with the complainant, the respondent, and any witnesses to establish the veracity of the alleged conduct.

2. **Investigation and Reporting: **

- Following the conclusion of the investigation, the Chair Person will compile a written report containing the committee's findings. This report will be submitted to the Head of the Institute for further review. Based on the severity, frequency, and pervasiveness of the conduct, as well as the quality of evidence, the committee will recommend appropriate disciplinary actions.

3. ****Implementation of Recommendations: ****

- The Head of the Institution will be responsible for implementing the recommendations put forth by the committee. The nature of the recommended actions will be determined by the specific circumstances surrounding the case. The implementation process will ensure that the appropriate measures are taken in line with the severity of the situation.

This structured procedure is designed to ensure a fair and thorough investigation into complaints within the POSH Cell, with subsequent recommendations for disciplinary actions **aimed at maintaining a safe and respectful environment within the institution.**

****Appeal Process for Unsatisfactory Resolutions: ****

In the event that the complainant finds the recommendations and actions taken unsatisfactory, there is an avenue for appeal to ensure a fair and comprehensive resolution. The following steps outline the appeal process:

1. ****Complainant's Appeal to the Head of the Institution: ****

- If the complainant is dissatisfied with the recommendations and actions, they reserve the right to appeal directly to the Head of the Institution. The appeal should be submitted in writing, outlining the reasons for contesting the initial findings and proposed actions.

2. ****Reconsideration by High-Level Committee: ****

- In accordance with legal provisions, the Head of the Institution will initiate a reconsideration process. A high-level committee will be formed specifically to review the case. This committee will consist of individuals with the expertise and authority to thoroughly reassess the situation.

3. ****Comprehensive Reevaluation and Decision: ****

- The high-level committee will conduct a comprehensive reevaluation of the case, taking into account the concerns raised by the complainant. The committee will then make a decision regarding any necessary adjustments to the action plan or recommendations.

4. ****Communication of Final Decision: ****

- The final decision of the high-level committee will be communicated to the complainant. This decision will be binding and represents the conclusive resolution of the matter within the institution.

This appeal process aims to uphold the principles of fairness, transparency, and accountability, ensuring that all parties involved have a means of seeking a thorough and just resolution in accordance with legal requirements.

*****False complainant will be punished.**