



Internal Quality Assurance Cell PANCH PARGANA KISAN COLLEGE, BUNDU

Internal Complaints Committee

Standard Operating Procedures

Purpose:

To address and resolve internal complaints related to misconduct, harassment, or any other grievances within the college in a fair and timely manner.

1. Objective:

- Provide a platform for faculty, staff, and students to report grievances.
- Ensure a safe and respectful environment free from harassment or discrimination.
- Resolve complaints impartially, following due process.

2. Structure:

- **Chairperson:** Principal
- **Members:** 3 senior Faculties, 2 non teaching staff, and a student representative.
- **NGO**

3. Functions:

- **Complaint Reception:** Accept complaints via email, in-person, or suggestion box.
- **Investigation:** Examine complaints impartially, ensuring confidentiality.
- **Resolution:** Resolve issues within a reasonable timeframe and take necessary action.
- **Awareness:** Conduct awareness programs about rights and complaint procedures.

4. Procedure:

1. **Complaint Submission:** Complainants submit written complaints to the committee.
2. **Investigation:** The committee reviews the complaint, gathers information, and conducts interviews if necessary.
3. **Decision & Action:** Provide recommendations or disciplinary actions based on findings.
4. **Follow-up:** Ensure timely resolution and follow-up with the complainant.

5. Confidentiality & Ethics:



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- Maintain confidentiality of all complaints and proceedings.
- Ensure fairness, transparency, and impartiality in the process.

6. Review & Reporting:

- The committee will review complaints annually to improve processes.
- Submit an annual report on complaints and resolutions to the Principal

Convener

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Coordinator, IQAC
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Coordinator
Panch Pargana Kisan College
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Bisui
Principal
PRINCIPAL
Panch Pargana Kisan College
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