

Standard Operating Procedure for Grievance

1.0 DEFINITION: This policy pertains to a grievance, which is a complaint by a student or staff, that he or she has been subjected to a violation, misinterpretation, or inequitable application of any of the regulations of the college.

2.0 OBJECTIVES: To ensure affable environment for women employees and students.

To treat women's rights as basic human rights

3.0 PURPOSE: To ensure safe and protective environment to students.

4.0 SCOPE: Applicable to all students and staffs.

5.0 PROCEDURE:

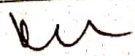
5.1 LODGING A COMPLAINT:

Complaint should be lodged immediately following the incident or within 15 days of incident.

Complaint should contain all materials relevant details

If the complainant feels that he/she cannot disclose his/her identity, the complainant shall address the complaint to the HOI/Principal

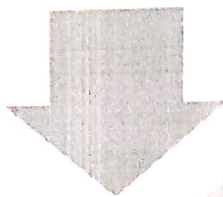
Upon receive of such complaint, complaint note will be made based on the original complaint which will be retained by the HOI/Principal

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SIGNATURES: 
DATE: 20/08/2016

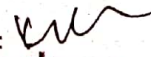
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5.2 PROCEDURE FOR ORAL COMPLAINTS:

Oral complaints to be reproduced in writing



It shall be duty of the authority/person before whom an oral complaint is made in writing and then read out in front of the complainant in the language requested by the complainant and obtain signature of the complainant.

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5.3 PROCEDURE TO APPROACH THE COMMITTEE:

The committee will deal with the complaints lodged by the victim .



It is application for all the students and employee of the institution



A written complaint may be addressed to the chairperson of the comitee preferably within 15 days from the date of occurrence.



The written complaint may be submitted in person by the victim or may be dropped in letter box




The committee will maintain complain register to record such incidences and action taken

6.0 RESPONSIBILITY: Grievance committee members.

7.0 ACCOUNTABILITY: Principal

8.0 EXCEPTION: Nil.

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6.0 Responsibility:

1. Committee in charge
2. Staff (Teaching and non-teaching) and students who are posted in the committee
3. Office in Charge-Accounts section

7.0 Accountability

1. Committee in charge
2. Staff (Teaching and non-teaching) and students who are posted in the committee
3. Office in Charge-Accounts section
4. Principal.

8.0 Exceptions: Nil.

APPROVED
SIGNATURES: *ke*
DATE: 05/07/2014.

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