

COMPLAINT PROCEDURE POLICY

The College encourages the informal resolution of complaints and this policy does not preclude the informal resolution of a complaint at any stage. Under this policy, a complaint means a claim by a member of the community, relating to the interpretation or application of his or her rights and responsibilities, against a member of the community in employment or relating to the implementation of College Policies. However, this policy does not govern any complaints in relation to Ragging, Harassment and Discrimination considering there are separate specific policies compiled for such purpose.

If need be, under this policy, a complainant, at his or her own expense, may have the assistance of an advocate of his or her own choice at any stage of the process. A complainant may approach the CRO (as defined hereunder), for any complaint or grievance other than a complaint or grievance for which the College has a specific policy to resolve the complaint.

Procedure for registering a complaint

The individual must present his or her complaint in writing to the **Complaint Resolution Officer** as per [APPENDIX III](#) for informal resolution within thirty (30) days of the date he or she was notified either orally, or in writing, of the action or circumstances giving rise to the complaint, or the date on which he or she first became aware of the action, or circumstances giving rise to the complaint.

The CRO shall give notice to any other individual directly affected by the complaint.

Within fourteen (14) days of presentation of the complaint, the CRO will resolve the complaint and shall record the same in a letter addressed to the Head of the college. The letter will be signed by the Head of the College and the individual, and stored for purposes of record.

If the complaint is not resolved within fourteen (14) days of the presentation the complaint, it will be escalated to the Head of College, and the individual will present the complaint, in writing to the Head of the College.

Within thirty (30) days of delivery of the complaint to the Head of the College, the Head of the College will hear the individual, and resolve the complaint. The Head of the College will provide a written decision, which will be final.

In the event that the complaint is against the Head of the College, it may be made directly in writing to the Board Representative. The Board Representative will inform the Head of the College of the complaint, and the Board Representative will resolve the complaint following the above mentioned time line.

The complaint procedure is confidential, unless the complainant makes a request, in writing, to the Head of College or Board Representative that it be made public. Where the Head of the College, with the approval of the Board Representative, determines that it is in the best interest of the College community that the complaint be kept confidential, the Head of the College may reject the complainant's request that the complaint process be made public. In the event the complaint is against the Head of the College, the Board Representative or designate will determine whether it is in the best interest of the College community that the complaint be kept confidential.

At the end of each academic year, the Head of the College / Board Representative will issue a report indicating whether any complaints were filed under this procedure during the academic year. The Committee's report will record the number of complaints filed, and the number of complaints resolved during the academic year, but will not identify the complainants, or the nature of the complaints, which will remain confidential.

Complaint Resolution Officer

A Complaint Resolution Officer (CRO) is appointed by the college. Any student, faculty or staff member who feels that he/she has been aggrieved because the policies of the college weren't followed, such person should approach the CRO at the earliest opportunity. The CRO should be trained in handling such issues or have access to professional guidance.

The complainant has a choice to seek advice from others (family or lawyers). However, a complainant should keep the CRO informed of the relevant facts.

While someone who wants to complain is encouraged to do so in person, making first contact with the CRO through a confidant is permitted. Submission cannot be done on behalf of another person but the complainant can be accompanied through the process. In no case can a complaint be taken into consideration when it is submitted anonymously.

The CRO will inform the complainant about possible steps and if the complaint seems to be of a criminal nature, the CRO will seek legal advice for the complainant before any formal complaint or report is made. The CRO can answer questions, mediate, or if desired by the complainant, aid in filing a complaint before the Head of the college, the ICC or any other committee set up under any other Policy. Likewise, in cases where the perceived harassment may stem from a misunderstanding or a misreading of cultural cues or miscommunication the CRO may advise the complainant of the possibility to hold a facilitated meeting of the parties concerned. In any case, all complaints, however informal or preliminary will be investigated in a prompt, confidential and impartial manner.

If any person in authority is approached with a complaint, they should contact the CRO, who will approach the complainant.

The CRO will report all written complaints only to the Head of College in writing. If the Head of the College is involved in the incident(s) a representative of the Board

will be informed. The Head of the College is responsible for ensuring that systems are in place to allow complaints to be fairly and expeditiously investigated and that appropriate confidentiality is maintained. Confidentiality for both the complainant as well as the people the complaint is directed against is fundamental, unless otherwise agreed to as per the terms of this policy. The CRO and any others involved will be required to sign a confidentiality statement.

The Composition is as under:-

Complaint Resolution Officer: Faculty (Robert Hilliard)