

Complaints Cell Committee

Introduction

The Students Complaint Cell desires to promote and maintain a conducive and unprejudiced education environment. The objectives of Students Complaint Cell includes the following:-

1. TO support, those students who have been deprived of the services offered by the college, for which she/he is entitled
2. TO make official of the college responsive, accountable and cautious in handling the students.
3. TO ensure expedient solution to the student's complaints with an impartial and fair approach.

The cell enables to a student to express feelings by initiating and pursuing the grievance procedure in accordance with rules and regulation of the college. The cell enquires and analyses the nature and pattern of the complaint in a strictly confidential manner. Emphasis on procedural fairness has been given a view to a view "the right to be heard and right to be treated without bias"

Functions

1. TO register the complaint of students, to solve their academic and administrative problems.
2. TO Co-ordinate between students and departments/sections to redress the complaints.
3. TO guide ways and means to student to redress their complaints/problems.

Internal Complaints Cell - Committee

Policy - As per the guidelines of UGC, NAAC and Supreme Court, the College has established the Internal Complaints Committee for effective enforcement of basic human rights of gender equality and assurance of an environment free of sexual harassment and Abuse.

The objective of the ICC is to develop healthy and safe atmosphere for the faculty and students of the College and to prevent sexual harassment, if any arises, and the students were/are made aware of these proactive measures through seminars and outreach programs. The College's ICC addresses the grievances filed in a Confidential and sensitive manner.

Members of Internal Complaints Committee are as follows:

- 1 - Principal
- 2 - HODs
3. ICC-co-ordinator
4. 3 Senior faculty
- 5- Students main Representative,
- 6- Students Rep-II
- 7- Student Co-ordinator

Role & Responsibilities If any student approaches a committee member either through the complaint box placed in the front of the College Office, or by telephone, necessary action is taken through counselling and Conciliatory Methods. If it requires an enquiry, it will be conducted, and matter will be sorted within one week from the date

date of complaint. The Committee will take responsibility to ensure that no such incident happens in the campus.

Procedure upon filing of Complaint

1. Meeting will be held if a complaint is received by any member/student.
2. The written complaint is taken and committee prepares and submits the detailed statement of the accident within two days.
3. An enquiry will be held with the members of Internal Complaints Committee.
4. The issue will be discussed and finalized within seven days.
5. File the minutes of enquiry.

Action Plan :

1. Counsel the affected students to overcome the trauma.
2. Display current laws and affairs about sexual harassment and gender discrimination in key places in the campus.
3. Conduct awareness programs and campaigns for the benefit of the students and staff community.

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