



# Ambalika Institute of Management and Technology

## Mohanlalganj, Lucknow

### Internal Complaint Policy

#### 1. Introduction

The Internal Complaint Policy of Ambalika Institute of Management and Technology is established to provide a safe, inclusive and respectful environment for all members of the college community. This policy aims to prevent and address any form of discrimination, harassment, or misconduct and to ensure a fair and prompt resolution of complaints through a structured internal complaint mechanism.

#### 2. Scope

2.1. Applicability: This policy applies to all students, faculty members, administrative staff, support staff and any other individuals associated with Ambalika Institute of Management and Technology.

2.2. Types of Complaints: This policy covers complaints related to discrimination, harassment, sexual misconduct, bullying, intimidation, or any other form of inappropriate behavior that violates the rights and well-being of individuals within the college community.

#### 3. Definitions

3.1. Complainant: An individual who files a complaint alleging misconduct or inappropriate behavior.

3.2. Respondent: An individual against whom a complaint has been lodged.

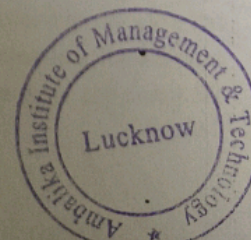
3.3. Confidentiality: The protection of complainant's and respondent's identities and related information from disclosure to unauthorized individuals.

#### 4. Reporting and Complaint Procedure

4.1. Reporting Channels: The college shall establish multiple reporting channels to facilitate the submission of complaints. These may include designated staff members, an online complaint portal, email, or a confidential helpline. The college shall ensure that complainants have access to a range of reporting options.

4.2. Confidentiality and Protection: The College shall maintain strict confidentiality throughout the complaint process, taking necessary measures to protect the privacy and identities of the complainant and respondent. Information related to the complaint shall only be disclosed on a need-to-know basis.

4.3. Anonymous Complaints: Anonymous complaints may be accepted; however, the college encourages complainants to provide their identity, as it may facilitate a more effective investigation and resolution process.



4.4. Support and Guidance: The College shall provide necessary support and guidance to complainants throughout the complaint process, including information about available resources, counseling services and legal options.

#### **5. Complaint Investigation and Resolution**

5.1. Designated Committee: The College shall establish a Complaints Committee consisting of impartial and trained members. The committee shall be responsible for receiving, investigating and resolving complaints in a fair and unbiased manner.

5.2. Investigation Process: The Complaints Committee shall conduct a thorough and impartial investigation, ensuring that all relevant parties are given an opportunity to present their accounts and provide supporting evidence. The committee may interview witnesses, collect documentary evidence and gather any other information necessary to make an informed decision.

5.3. Timely Resolution: The College shall strive to resolve complaints within a reasonable timeframe. However, the complexity and nature of the complaint may affect the duration of the investigation. The college shall communicate progress updates to the complainant and respondent at appropriate intervals.

5.4. Fairness and Impartiality: The Complaints Committee shall ensure a fair and unbiased investigation, treating all parties involved with respect and sensitivity. The committee members shall disclose any conflicts of interest and recuse themselves if necessary.

5.5. Decision and Action: Based on the findings of the investigation, the Complaints Committee shall make a decision and recommend appropriate actions, which may include disciplinary measures, counseling, training, or any other corrective actions deemed necessary to address the complaint and prevent future occurrences.

#### **6. Appeal Process**

6.1. Right to Appeal: Both the complainant and respondent shall have the right to appeal the decision of the Complaints Committee if they believe that due process was not followed or if they have new evidence relevant to the complaint.

6.2. Appeal Committee: The College shall establish an Appeal Committee separate from the Complaints Committee to review the appeal. The Appeal Committee shall consist of impartial members who were not involved in the initial investigation.

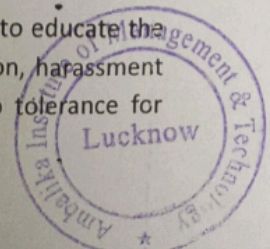
6.3. Appeal Procedure: The Appeal Committee shall review the appeal, consider the merits of the case and make a final decision. The decision of the Appeal Committee shall be binding and will conclude the internal complaint process.

#### **7. Non-Retaliation**

The college strictly prohibits any form of retaliation against complainants, respondents, witnesses, or individuals involved in the complaint process. Any acts of retaliation shall be treated as a separate violation, subject to appropriate disciplinary action.

#### **8. Awareness and Training**

The college shall conduct regular awareness programs, workshops and training sessions to educate the college community about this policy, its procedures and the prevention of discrimination, harassment and misconduct. Such programs shall foster a culture of respect, inclusivity and zero tolerance for inappropriate behavior.



#### 9. Review and Updates

The Internal Complaint Policy shall be reviewed periodically to ensure its effectiveness and compliance with changing laws, regulations and best practices. Any necessary updates or revisions to the policy shall be made in consultation with relevant stakeholders.

#### 10. Conclusion

The Internal Complaint Policy of Ambalika Institute of Management and Technology reflects our commitment to maintaining a safe, respectful and inclusive environment for all members of the college community. By providing a structured internal complaint mechanism, we aim to promptly address complaints, prevent misconduct and foster a culture of dignity, equality and mutual respect.

