



## BIYANI GIRLS B.ED. COLLEGE

### GUIDELINES FOR INTERNAL COMPLAINT COMMITTEE

Every year an Internal Complaint Committee is constituted at the beginning of the session. The function of this Committee is to pay attention to the complaints filed by any student. If any student is harassed in any way, student herself or the person In-charge of this Committee can lodge complaint after consultation. If the girl student does not want to reveal her identity she can send her complaint in writing. She can complain in form of a letter and post it in the letter box situated in college campus. She can also file a complaint through email.

#### **Objectives:**

The main objective of this committee is to create a good learning atmosphere in front of its stakeholders. The creation of this committee is mainly to register the complaints of girl students.

- To maintain the dignity of college and to maintain the distinction between student and teacher.
- Advising the students to maintain each other's dignity and respect.
- Advising all the teachers to treat the girl students with affection and care. Don't use abusive language.
- Resist any form of ragging. In case of ragging student should directly report to Internal Complaint Committee and Anti Ragging Committee.
- The Committee shall process all the individual complaints and take immediate suitable action.

#### **Functions:**

- To process written complaints received from students.
- This Committee handles all the complaints as per the management policy.
- The Committee reports to the authorities how many complaints have been completed and how many are pending.

#### **Procedure for filling Complaint:**

Complaint box should be placed in front of the administrative block so that the students can register their complaint in written without disclosing their identity. Students can freely give their written grievances to the Committee and put them in this complaint box. The Committee will conduct meeting from time to time to settle these complaints and take necessary action. The Internal Complaint Committee shall ensure that the complaint lodged is completed within given time period.

*[Signature]*

PRINCIPAL

BIYANI GIRLS B.ED. COLLEGE  
SEC-3, VIDHYADHAR NAGAR, JALPAIGURI