



MADHA DENTAL COLLEGE & HOSPITAL

(A Christian Minority Institution)

(Recognised by the Dental Council of India, New Delhi (F.No.v.12017/75/2006-DE dt.01.11.2011)
and affiliated to the Tamil Nadu Dr. M.G.R.Medical University, Chennai

Madha Nagar, Kunderthur, Chennai - 600 069. Ph.: 72739 01234, 72749 01234, Fax : 2478 0798
E-Mail : info@madhadentalcollege.com Website : www.madhadentalcollege.com

Admin. Office : 1A, Chari Street, North Usman Road, T.Nagar, Chennai - 17. Ph : 2814 0212, Tele fax : 044-2814 0213

INTERNAL COMPLAINTS COMMITTEE

STANDARD OPERATING PROCEDURE

1. Objectives:

a. Prevention:

- i. Promote awareness and prevention of gender harassment and discrimination.
- ii. Conduct educational programs to inform members of the organization about their rights and responsibilities.

b. Redressal:

- i. Establish a fair and unbiased process for the redressal of complaints.
- ii. Provide support and protection to complainants during the resolution process.

c. Compliance:

- i. Ensure compliance with the Gender Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013, and any other applicable laws or regulations.
- ii. Regularly review and update policies to align with legal requirements and best practices.

2. Committee Structure:

- a. Chairperson: Responsible for leading the committee, overseeing complaint resolution, and ensuring compliance with policies.
- b. Members: Responsibilities include participating in investigations, offering support to complainants and respondents, and contributing to policy development.

Committee constitution

The Internal complaints committee is reconstituted with the following members with effect from 02.08.2024. The committee shall be effective for three years from the aforementioned date.



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S.No.	Name	Designation/Department	Position held
1	Dr.Bagavad Gita	Principal, Madha Dental College & Hospital	Chairperson
2	Dr. Navaneetha Nambi	Professor and Head, Department of Orthodontics and Dentofacial Orthopedics	Presiding Officer
3	Ms.Vani	Administrative office	Non-teaching staff
4	Dr.Aarthi	Reader, Department of Pediatric and preventive dentistry	Faculty member
5	Dr.G.R.Jerisha	Lecturer	Faculty member
6	Dr.R.Deepa	Reader, Department of Biochemistry	Faculty member
7	Dr. Premila	Senior lecturer, Department of Orthodontics and Dentofacial Orthopedics	Faculty member
8	Dr.Nikitha	Senior Lecturer, Department ofConservative Dentistry and Endodontics	Faculty member
9	Dr.Abirami	Post graduate	Student Member
10	Dr.P.Kumaresh	Post graduate	Student Member
11	Mr.Richard	Under graduate	Student Member
12	Ms.Selvambal	Under graduate	Student Member



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3. Functions:

- Formulating and updating policies and procedures related to gender harassment and discrimination in line with legal requirements and best practices.
- Conducting awareness programs and training sessions for employees to understand their rights and responsibilities regarding gender harassment and discrimination.
- Establishing a confidential and easily accessible mechanism for employees to register complaints of gender harassment or discrimination.
- Ensuring the strict confidentiality of complaints and investigations to protect the privacy of the parties involved.
- Conducting impartial and thorough investigations into complaints, ensuring a fair and unbiased process.
- Providing support and counseling services for both complainants and respondents during and after the complaint resolution process.
- Exploring mediation as a means of resolving complaints when appropriate, and facilitating a resolution process that is fair and addresses the concerns of all parties involved.
- Maintaining accurate and confidential records of all complaints and investigations.
- Submitting regular reports to the relevant authorities summarizing complaint data, outcomes, and recommendations for improvements.
- Ensuring compliance with local, regional, and national laws and regulations related to gender harassment and discrimination.
- Regularly reviewing and updating policies to align with legal requirements.
- Conducting regular training sessions for employees, supervisors, and members of the ICC to stay informed about best practices and changes in legislation.
- Implementing initiatives to prevent gender harassment and discrimination, such as creating a positive workplace culture and promoting respectful behavior.



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- Developing and implementing crisis management plans to address and mitigate the impact of severe cases of genderharassment or discrimination.
- Collaborating with counseling services to ensure access to professional support for individuals involved in complaints.
- Conducting periodic reviews of the ICC's processes, policies, and effectiveness.
- Making necessary revisions to policies and procedures in response to emerging needs or changes in legislation.
- Engaging in community outreach programs to raise awareness about gender harassment and discrimination prevention within the organization and its broader community.

4. Confidentiality:

a. Maintaining Privacy:

- i. Ensure strict confidentiality throughout the complaint resolution process.
- ii. Sensitize committee members and participants about the importance of maintaining privacy.

5.Complaint Registration:

a. Accessible Process:

- i. Establish an easily accessible and well-publicized system for registering complaints.
- ii. Provide multiple channels for submitting complaints, ensuring anonymity if desired.

6.Investigation and Resolution:

a. Impartial Investigation:

- i. Conduct thorough and impartial investigations into complaints.
- ii. Ensure a fair and unbiased approach to gathering evidence and interviewing involved parties.

b. Mediation and Resolution:

- i. Explore mediation as a means of resolution where appropriate.
- ii. Facilitate a resolution process that addresses the concerns of all parties involved.



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7. Reporting:

a. Regular Reports:

The committee will submit regular reports to the Principal summarizing complaint data, outcomes, and recommendations for improvements.

8. Support and Counseling:

a. Providing Support:

- i. Establish mechanisms for providing emotional support to complainants and respondents during and after the resolution process.
- ii. Collaborate with counseling services to ensure access to professional support.

9. Training and Awareness:

a. Orientation:

- i. Provide orientation sessions for organization members to understand the ICC's role and procedures.
- ii. Conduct regular training on preventing and addressing gender harassment and discrimination.

10. Review and Revision:

a. Regular Review:

- i. The committee will conduct regular reviews of its processes, policies, and effectiveness.
- ii. Make necessary revisions to policies and procedures in response to emerging needs or changes in legislation.

11. Approval

This SOP is approved by the Principal of the Dental College and will be reviewed annually.

S. G. Valer
PRINCIPAL
MADHA DENTAL COLLEGE & HOSPITAL
KUNDRATHUR, CHENNAI - 600 069.