



# 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, Kundrathur, 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 of Conservative 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.

  
**PRINCIPAL**  
MADHA DENTAL COLLEGE & HOSPITAL  
KUNDRATHUR, CHENNAI - 600 069.