

Key Indicator – 5.1 Student Support
(30)

5.1.4 The Institution adopts the following for redressal of student grievances including sexual harassment and ragging cases

1. Implementation of guidelines of statutory/regulatory bodies
2. Organisation-wide awareness and undertakings on policies with zero tolerance
3. Mechanisms for submission of online/offline students' grievances
4. Timely redressal of the grievances through appropriate committees

(5)

Criteria 5.1.4

Appendix-4

**Proof Related to Mechanisms for Submission of
Online/Offline Students' Grievances**

Mechanisms for submission of online/offline Students' Grievances

A complainant can raise a complaint in both online and offline mode. Both the processes are described below followed by procedure for resolution;

A. Online Process:

Any student has any complaint/grievance against any stake holder of the university can submit it through <https://sushantuniversity.edu.in/grievance/>

1. Online Portal Complaint:

Sushant University provides an online platform where students and staff can register grievances related to sexual harassment and ragging. The portal ensures the confidentiality of the complainant's identity, and all complaints are addressed in a timely and sensitive manner. Students can submit the form by filling up all the details in the form.



The screenshot shows the 'Grievance Online Portal' registration form. At the top left is the Sushant University logo. The form has two tabs: 'Student' (selected) and 'Non-Student'. The form fields are: 'Name of Applicant', 'Email Registration ID', 'Email', 'Mobile Number', 'Course/Stream/Year', 'Address', and 'Submit Your Grievance'. Below the form is an 'Eggsy Captcha' field and a 'Submit' button.

2. Email Submission:

In addition to the online portal, complaints can be submitted via email to dsw@sushantuniversity.edu.in.

Hostel students can also register their complaints to Hostel wardens in written application form or via email to: girlshostel@sushantuniversity.edu.in, boyshostel@sushantuniversity.edu.in

B. Offline Complaint Process for Sexual Harassment or Ragging:

In addition to online mechanisms, Sushant University offers an offline process for filing complaints related to sexual harassment or ragging. The process is outlined below:

1. Verbal Complaint (In Person):'

- a. A complainant can make a **verbal complaint** in person by approaching the Internal Complaints Committee (ICC) for sexual harassment or Student Grievance Committee for ragging.



- b. The committee member who receives the complaint is required to document it in writing, ensuring that all relevant details are captured accurately.
- c. The complainant will be asked to confirm the details and sign the document to proceed with the inquiry.

1. Written Complaint (Application):

- a. A **written complaint** can be submitted directly to the Internal Complaint committee or Student grievance committee. The application should contain:
 - i. A detailed description of the incident(s), including the date, time, and location.
 - ii. Names of individuals involved (if known) and any available evidence or names of witnesses.
- b. The complaint can be hand-delivered to the committee or submitted through the university's designated drop box or office.

C. Procedures for Resolutions:

1. Investigation Process:

- a. Both the Sexual Harassment and Anti-Ragging Committees act swiftly on all complaints.
- b. These committees conduct a detailed inquiry, interviewing both the complainant and the respondent, as well as any witnesses: both parties are given equal opportunity to present their cases and submit evidence
- c. Evidence such as emails, messages, recordings, or other documents is examined.
- d. The inquiry is conducted in **strict confidentiality** to protect the dignity of the complainant and respondent.
- e. Final decisions are communicated to all concerned parties, and strict actions are enforced as per institutional policy and legal guidelines.

2. Confidentiality and Support:

The university is committed to maintaining the confidentiality of the complainant's identity and ensures no retaliation or victimization takes place during or after the investigation process.

- a. As with the online process, the identity of the complainant and details of the case will remain **confidential**.
- b. The committee will ensure that the complainant receives necessary support during the inquiry process, including any interim protection measures if required.

3. Mediation and Conciliation (Optional):

- a. Before initiating a formal inquiry, the ICC and Grievance committees may offer the option of **conciliation** between the complainant and the respondent, provided the complainant agrees. Conciliation does not involve monetary settlements.
- b. If conciliation is successful, the terms of the settlement are recorded, and the matter is considered resolved. If it fails, the inquiry process begins.

4. Outcome and Follow-Up:

- a. Once the investigation is complete, the committee will submit a report with its findings and recommendations.
- b. The complainant will be informed of the final outcome and any action taken.

