



COMPLAINTS PROCEDURE

Lloyd Law College

The complaints procedure system in Lloyd Law College is a multi-level appeal system. The College has established various specialised committees to look into grievances on issues such as attendance, disciplinary issues, minority and scheduled communities' rights, sexual harassment complaints, equal opportunity etc. These committees are constituted as per the UGC Guidelines and other policies of the country, under the Chairmanship of the Director and senior faculty/staff members as other members. Various committees and procedure are as follows:

1. Attendance Grievance Committee

Any complaint related to attendance shall be addressed to the members of the committee via mail through the college portal.

Committee Procedure

1. The aggrieved student should submit their grievance in writing to the course in charge through e-mail.
2. Any grievance related to attendance shall be submitted within 48 hours of the recording or display of attendance on the college attendance portal.
3. A meeting of the Attendance Grievance Committee will be held under the Chairmanship of the Deputy Director, where are such grievances will be conducted.
4. The decision of the Committee shall be conveyed to the student within three working days.

Appellate Committee

In case any student is aggrieved by the decision of the Committee, they may appeal to the appellate committee through e-mail. The student must attach the order of the committee while sending the mail. The appellate committee consists of the following members:

1. Mr. Akhilesh Kumar Khan
2. Mr. Anil Thakur
3. Mr. Nimesh Das Guru

2. Grievance Redressal Committee

Lloyd Law College has established a Grievance Redressal Committee to

- To try and resolve grievances of students in an amicable manner and guide students towards right conduct;
- To counsel students and ensure their welfare;
- To encourage the students to express their problems and grievances frankly and freely without any fear of being victimized;
- Any kind of mental or physical harassment complaint regarding class room management, teaching methods, syllabus completion etc.

Procedure: The students are encouraged to approach the Director or Deputy Director of Lloyd Law through a complaint drop box outside the Director's office. Regular checking for complaints will be done by the Directors office and all complaints are addressed with immediate corrective measure where required.

3. Anti-ragging Committee

As per the guidelines of UGC an Anti Ragging Committee and an anti ragging squad has been established by the Lloyd Law College to provide a healthy and congenial atmosphere to students of the Institute. The committee has been constituted to meet the following objectives:

- To develop the guidelines and norms for a policy against Ragging.
- To develop principles and procedures for combating Ragging.
- To work out details for the implementation of the policy.
- To prepare a detailed plan of action, both short and long term.
- To investigate and make inquiry into the complains related to ragging and take appropriate action as per the law.

The Committee has a 24/7 helpline number specified in the website and the Committee conducts frequent visits to the student residential/hostel areas to check the same.

4. Internal Complaints Committee (ICC) of Lloyd Law College is constituted as mandated by law to provide a safe and secure working environment free from sexual harassment for all women.

The Internal Complaints Committee (ICC) Lloyd Law College Ensures:

- Effective implementation of the Act;
- Safe working place for women;
- A work environment that respect women's right to equality of status and opportunity;

- Realization of women's rights to gender equality, life and liberty, equality in working conditions.

The Responsibilities of the Internal Complaints Committee (ICC) are:

- Provide assistance if any employee or student chooses to file a complaint with the police;
- Provide mechanisms of dispute redressal and dialogue to anticipate and address issues through just and fair conciliation without undermining complaint's rights, and minimize the need for purely punitive approaches that lead to further resentment, alienation or violence;
- Protect the safety of the complaint by not divulging the person's identity, and provide the mandatory relief by way of sanctioned leave or relaxation of attendance requirement or transfer to another department or supervisor as required during the pendency of the complaint, or also provide for the transfer of the offender;
- Ensure that victims or witnesses are not victimised or discriminated against while dealing with complaints of sexual harassment; and
- Ensure prohibition of retaliation or adverse action against a covered individual because the employee or student is engaged in protected activity.

5. Minority Cell

India is home to numerous cultures and religions. There exists diversity on the basis of caste, creed, religion, place of birth *etc.* These diversities occasionally give rise to inequalities. In a country mostly dominated by *Hindus* the culture of this religion is bound to be prevalent but the other sects and religions should not feel left out. The minority classes should enjoy their rights equally and must be given opportunity to thrive despite their minority status. The Constitution of India permits the government to make laws for benefit of minority communities. Owing to our constitutional duty, Lloyd Law College has established a Minority cell. The Cell was established with the purpose of empowering the minority communities in the College and regulated by a committee of five members. The Director of the College is the head of the committee. The main objectives of the cell are:

1. To facilitate financial support to students from minority communities from government agencies and other sources.
2. To acquaint students with the basic vocabulary of Urdu and Persian language to help them decipher the words from these languages while practicing law.

6. Committee for Schedule Castes and Schedule Tribes

The Scheduled Castes (SCs) and Scheduled Tribes (STs) are officially designated groups of historically disadvantaged people in India. The terms are recognised in the Constitution of India and the groups are designated in one or other of the categories. For much of the period of British rule in the Indian subcontinent, they were known as the Depressed Classes. After independence the Constituent Assembly continued the prevailing definition of Scheduled Castes and Tribes, giving (via articles 341 and 342) the president of India and governors of the states a mandate to compile a

full listing of castes and tribes. Furthermore, quest for inclusivity could be quenched only with provisions enabling it. Lloyd Law College has established a centre dedicated to upliftment of SC and ST. The Committee consist of three members and is headed by the director of the College. The main objectives of the Committee are as follows:

1. Take special measure to ensure adequate representation SCs and STs in admission in the college.
2. To function as a Grievances Redressal Cell for students and employees from SC and ST community.
3. To ensure strict adherence of regulations under The Schedule Castes and Schedule Tribes (Prevention of Atrocities) Act, 1989.
4. To collect reports and information regarding notification issued by the Government of India on aspects like training, education, employment etc. of SCs and STs in the country.
5. To analyze the information collected and critically analyze the reports and digests for the organisational purposes.
6. To do work of related nature affecting the SC and ST Community.

7. The Equal Opportunity Centre

Lloyd Law College had constituted an Equal Opportunity Centre to address the issues related to SC/ST, the OBC and minorities and the physically challenged on a continual basis. The Equal Opportunity Centre activities will be conducted by an Advisory Committee constituted as per annual notification.

The Equal Opportunity Centre Lloyd Law College Ensures:

- Affirmative actions concerning SCs, STs, women, OBC (non-creamy layer), minorities and physically challenged persons;
- A barrier free access to all buildings of Colleges, Departments, Libraries, Hostels and Offices of the University;
- No discrimination on grounds of disability or minority status;
- Short term courses for imparting employable skills for the disabled and for raising awareness about disability;
- Reaching out to like-minded institutes and organisations dealing with similar issues;

The Functions of the Equal Opportunity Centre are:

- To ensure equity and equal opportunity to the community at large in the college and bring about social inclusion;
- To enhance the diversity among the students, teaching and non-teaching staff population and at the same time eliminate the perception of discrimination;
- To work out suitable programs/schemes, including Remedial Courses, for improving performance of students with special needs and those from marginalized sections;

- To provide information and act as a counselling - cum - guidance centre for students belonging to the marginalized sections, especially with regard to academic, financial and other matters;
- To help create a socially conducive atmosphere for the growth of healthy inter - personal relations among students from marginalized sections and from various social backgrounds;
- To help develop cordial inter - personal relationships between teachers and the students with special needs and those from marginalized sections for academic interaction and extra - curricular activities;
- To extend help/ support to the students from marginalized sections to overcome problems and barriers emanating from discrimination at any level within its mandate;
- To organize or conduct seminars/ symposia/ workshops/ conferences/ exhibitions, etc. from time - to - time on issues of contemporary significance for empowering, educationally and culturally, students belonging to the special needs and of marginalized sections;
- The Advisory Committee should meet at least once in four months and actions taken on decisions are to be reviewed in the subsequent meetings.