Kathmandu School of Law

Internal Complaint and Grievance Handling Procedure Guidelines, 2078 - Summarized

Kathmandu School of Law (the "**Institution**") has Internal Complaint and Grievance Handling Procedure Guidelines, 2078 (the "**Guideline(s)**") in place. The Guidelines is designed to provide a structured and transparent process for addressing disputes and grievances related to misconduct, misbehaviour, discrimination, indiscipline, and other institutional matters (the "**Complaint**") that arise within the Institution and/or between students, teachers, and staffs (Collectively the "**Parties**"). By implementing this mechanism, this Institution aims to foster a professional, respectful, and inclusive environment for the Parties, ensuring that grievances are addressed promptly and justly.

Internal Complaint and Grievance Handling Committee

1. The Guideline provides for a formation of an Internal Complaint and Grievance Handling Committee (the "**Committee**") within the Institution.
2. The Committee consists of seven members, including a Coordinator, who facilitates the grievance redressal process. To uphold transparency and prevent potential biases, the composition of the Committee is reviewed and revised every three years. The Committee is designated to meet twice a month, wherein all proceedings are formally recorded to maintain accountability.

Complaint Submission Process

3. The Complaints received are mainly categorized into *Individual Complaints* and *General Complaints.*

   Individual and General Complaints

   An individual Complaint is a grievance raised by a person regarding a matter that directly affects them, while a General Complaint addresses broader issues impacting multiple individuals or systemic matters within the Institution. These Complaints may be submitted through two formal channels.

   i. Suggestions/Complaint Box Submission

   Complainants may submit their Complaints by placing a written statement in the designated complaint box located within the Institution's premises. The Complaint box is securely maintained and is opened every Friday by the Committee. Upon receipt, the Complaints are reviewed, and necessary actions are taken in accordance with the Guidelines.

   ii. Direct Submission to the Committee

   Alternatively, Complainants may submit their complaints directly to the Committee for formal registration and review. The Individual written Complaints must include essential details, such as the *Complainant's name and class (for students)*, *the name and details of the defendant*, *a clear statement of the subject matter*, *confirmation that the matter falls under the Committee's jurisdiction*, and *any supporting evidence.*

Decision-Making Process

4. Upon receipt of a Complaint through any channel, the Committee undertakes a thorough assessment of its admissibility and promptly notifies the defendant, who is required to provide a response, either verbally or in writing, within seven days of notification. Thereafter, the Committee conducts a thorough investigation, gathers evidence, interviews relevant Parties, and evaluates the facts to determine the appropriate course of redressal. Throughout this process, Committee members are required to uphold strict confidentiality, act with fairness, and maintain impartiality, ensuring that the rights and interests of all Parties are therefore safeguarded.
5. Following the investigation, the Committee deliberates and renders a decision, confirming that a quorum of at least 51% of its members were present. Each decision is documented in a formal record to uphold the integrity of the process.