

How does the POSH complaint process work?

Step 1: File a written complaint. The complaint must be written and submitted within **3 months of the incident**. The ICC may extend this by an additional 3 months if sufficient cause is shown. In cases of physical incapacity or mental distress, a relative or colleague can file on the complainant's behalf.

Step 2: ICC acknowledgement. The ICC acknowledges receipt, notifies the respondent, and begins the process under strict confidentiality.

Step 3: Conciliation (optional). At the complainant's request, the ICC may attempt conciliation before formal inquiry — but no monetary settlement is permitted.

Step 4: Inquiry. The ICC records statements from both parties and any witnesses. Both sides are entitled to be heard. The inquiry must conclude within 90 days.

Step 5: Recommendations. The ICC submits a report to the employer with findings and recommended action — ranging from warnings to termination, depending on the severity.

Step 6: Employer action. The employer implements recommendations within 60 days.

Step 7: Appeal. Either party can appeal the decision before an appropriate court or tribunal within 90 days of receiving the inquiry report.