

# **GRIEVANCE REDRESSAL MECHANISM:**

The objective of the Grievance Committee(s) is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the School.

The Grievances may broadly include the following complaints of the aggrieved Students/Parents/Staff:

- a. Academic
- b. Non-Academic
- c. Grievance related to Assessment
- d. Grievance related to Victimization
- e. Grievance related to Attendance
- f. Grievance related to charging of fees
- g. Grievance regarding conducting of Examinations
- h. Harassment etc.

## **RESPONSIBILITY:**

The school expects that grievance redressal be time bound and result oriented. Every grievance is expected to be resolved within a reasonable period. However, the final responsibility for grievance redressal rests with the Principal.

## **POWERS**

In case of any grievance the members of the Committee(s) are empowered to sort out the problems at their level through discussion with concerned party. Considering the nature and depth of the grievance due inquiry is made by the committee members and through personal discussion the matter is solved. If anybody is found guilty for any kind of nuisance, immediate action is being taken by the School Management

## **EXCLUSIONS**

The grievance redressal committee(s) shall not entertain the following issues:

- Decisions with regard to award of scholarship, fee concessions, medals etc.
- Decisions made by the school with regard to disciplinary matters and misconduct.
- Decisions on assessment and examination results.

## **1. STAFF GRIEVANCE REDRESSAL COMMITTEE**

### **Members:**

1. Mrs. Manju Sood, Principal
2. Mrs. Neeju Rana, Vice Principal
3. Mrs. Ritu Sharma. Coordinator
4. Mrs. Santosh Langa Member, Management Committee
5. Mr. Vikas Gupta Member Management Committee

## **2. STUDENT GRIEVANCE REDRESSAL COMMITTEE**

### **Members:**

1. Mrs. Manju Sood. Principal
2. Mrs. Neeju Rana. Vice Principal
3. Mr. Yuvraj Ghali. TGT
4. Mrs. Ragini Sharma. PRT
5. Mr. Karunakar Yadav. Accountant
6. Mr. Tejbir Singh. Student Member
7. Ms. Manisha Student Member

## **3. GRIEVANCE REDRESSAL COMMITTEE FOR PUBLIC/PARENTS**

### **Members:**

1. Mrs. Manju Sood. Principal
2. Mrs. Neeju Rana Vice Principal
3. Mrs. Guneet Kaur Office Coordinator
4. Mr. Karunakar Yadav. Accountant
5. Mr. Vikas Gupta. Management Committee member