

## **GRIEVANCE/ COMPLAINT REDRESSAL COMMITTEE**

### **OBJECTIVE**

A Grievance Redressal Committee has been formed in our school to settle genuine grievances of students, staff and parents up to a satisfactory level so as to create a healthy relationship among the students, parents and staff. The grievance will include any matter relating to students and staff. The committee is requested to contribute effectively to dispose of the grievances at the earliest.

### **RULES**

1. To deal with all the genuine grievances of students and staff of the school.
2. All complainants should submit their grievances to the committee in writing.
3. The committee will meet at least once a month to resolve the grievances.
4. To take a conclusive decision and submit its recommendations to the deciding authority for removal of alleged grievances.
5. The student/staff shall bring up his/her grievance in a prescribed format immediately to the grievance cell without fail. The number of grievances settled or pending will be reported to the Principal/Director every month.

### **PROCEDURE:**

A complaint box is provided on the ground floor for students to submit grievances in writing.

The Committee will also hold timely meetings, to discuss the plan of actions, potential cases, queries and updates which will be supervised by the principal. This will ensure the functioning and progress of the implemented ideas within the school.

S.No	Name of the Staff Member	Official Position	Designation
1.	Sr. Mercy Immaculate	Principal	Member Secretary
2.	Ms. Manicka devi	Counsellor	Member
3.	Mrs. Preethi	PGT	Member
4.	Mrs. Sobana	TGT	Member
5.	Mrs. Preethi	TGT	Member