

# **A.B.M. SR. SEC. SCHOOL THAKURDWARA**

## **GRIEVANCE REDRESSAL MECHANISM OF SCHOOL**

### **Objective**

The objective of the Grievance Redressal Mechanism is to provide a fair, transparent, and effective system for addressing concerns and complaints of students, parents, and staff members in a time-bound manner, in accordance with CBSE guidelines.

### **Scope**

This mechanism covers grievances related to:

- Academic issues (assessment, homework, results, teaching methods)
- Fee-related matters
- Infrastructure and facilities
- Behavior/misconduct of students or staff
- Bullying, harassment, discrimination
- Safety and security concerns
- Administrative matters
- Transport-related issues
- Any other school-related concern

### **Grievance Redressal Committee (GRC)**

Sr. No.	Name of Teacher	Designation
1.	Mrs. Jyoti	Head
2.	Mrs. Chanchal	Associate Teacher
3.	Mrs. Babita	"
4.	Mr. Ajay	"

### **Procedure for Filing a Grievance**

#### **Step 1: Informal Resolution (Class Level)**

- Student/Parent should first approach:
  - Class Teacher (for academic/student issues)
  - Subject Teacher (for subject-related concerns)
  - Transport In-charge (for transport issues)
- Most issues should be resolved at this level within **3 working days**.

#### **Step 2: Written Complaint**

If not resolved:

- Submit a written complaint addressed to the Principal.
- Complaint may be submitted:
  - In writing at the school office
  - Through official school email

- Via Grievance / Complain Box placed in school premises

Complaint must include:

- Name and contact details
- Description of grievance
- Date and supporting details
- Desired resolution (if any)

Anonymous complaints may be reviewed depending on seriousness.

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## Redressal Process

1. Complaint is acknowledged within **2 working days**.
2. The Grievance Redressal Committee reviews the matter.
3. Necessary inquiry/investigation is conducted.
4. Parties involved are given an opportunity to present their views.
5. Resolution is provided within **7–15 working days**.
6. Written communication of decision is shared with complainant.

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## Special Cases

**a) Sexual Harassment:** Handled by the **Internal Complaints Committee (ICC)** as per POSH Act.

**b) Child Protection Issues:** Handled as per **POCSO Act and CBSE Child Protection Guidelines**.

**c) Examination/Result Disputes:** Handled as per CBSE Examination Bye-laws.

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## Appeal Process

If the complainant is not satisfied with the decision:

- Appeal may be made in writing to the School Management within **7 days** of the decision.
- The Management's decision shall be final and binding.

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## Confidentiality

- All grievances will be treated with strict confidentiality.
- No complainant shall face retaliation or victimization.

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## Record Keeping

- A grievance register shall be maintained.
- Records shall include:
  - Complaint details

- Action taken
    - Resolution status
  - Records shall be preserved for minimum **3 years**.
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## **Display & Awareness**

- The Grievance Redressal Policy shall be:
    - Displayed on the school notice board
    - Uploaded on the school website (as per CBSE requirement)
    - Shared in the school diary/handbook
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## **Contact Details**

### **Grievance Officer:**

Name: Mrs. Jyoti

Designation: TGT