

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.

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.

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.

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.

Confidentiality

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

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**.

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

Contact Details

Grievance Officer:

Name: Mrs. Jyoti

Designation: TGT