



## Gaur International School, Siddharth Vihar, Ghaziabad

### GRIEVANCE REDRESSAL MECHANISM

#### Preamble

Gaur International School believes in maintaining a harmonious, transparent, and safe educational environment for students, parents, staff, and all stakeholders. The school has established a Grievance Redressal Mechanism to address concerns in a fair, timely, and confidential manner.

#### Objective

The objectives of the Grievance Redressal Mechanism are to:

- Provide a structured and accessible platform for addressing grievances.
- Ensure transparency and accountability in grievance handling.
- Resolve issues amicably and within a reasonable timeframe.
- Uphold the dignity and rights of all stakeholders.

#### Scope of the Mechanism

This mechanism applies to grievances related to:

- Academic matters
- Administrative issues
- Behavioural or disciplinary concerns
- Safety, security, and well-being
- Any matter affecting students, parents, or staff

#### Grievance Redressal Committee (GRC)

The school has constituted a Grievance Redressal Committee as follows:

S.No.	Name of Member	Designation	Committee Role
1.	Ms. Vandana Seth	Principal	Chairperson
2.	Ms. Yukti Sharma	Senior Teacher	Member
3.	Ms. Anita Chaurakoti	Teacher Representative	Member
4.	Mr. Piyush Panwar	Parent Representative	Member
5.	Ms. Smriti Singhal	School Counsellor	Member

#### Procedure for Filing a Grievance

- Grievances may be submitted in written form, via:
  - School email
  - Written application at the School Office
- The grievance should clearly mention:
  - Name and contact details of the complainant
  - Nature of the grievance
  - Supporting documents, if any
- Anonymous complaints may be reviewed at the discretion of the committee.

### **Redressal Process**

- All grievances are acknowledged within 3 working days.
- The committee examines the grievance objectively.
- The complainant may be called for interaction, if required.
- Resolution is communicated within 15 working days, depending on the nature of the complaint.

### **Confidentiality & Non-Retaliation**

- All grievances are handled with strict confidentiality.
- No complainant shall face any form of discrimination or retaliation for raising a genuine concern.

### **Escalation**

If the complainant is not satisfied with the resolution, the matter may be escalated to the School Management.

### **Exclusions**

The mechanism does not entertain:

- Anonymous complaints without substance
- Matters that are sub-judice
- Frivolous or malicious complaints

### **Review & Amendment**

The Grievance Redressal Mechanism shall be reviewed periodically and updated in line with CBSE directives and Government regulations.

### **Commitment of the School**

Gaurs International School is committed to ensuring a fair, respectful, and responsive system for addressing grievances and strengthening trust among all stakeholders.

*Nandana*



**Principal**

Gaurs International School  
Siddharth Vihar, Ghaziabad