

GRIEVANCE REDRESSAL COMMITTEE

Introduction

1. An effective, fair and impartial redressal mechanism system is followed at Rajmata Krishna Kumari Girls' Public School for addressing the grievances of parents, teachers, students and other stake holders. Suggestion boxes have been placed across the School campus for facilitating the mechanism.
2. Grievance Redressal Committee is established to address and resolve complaints or issues raised by students, parents, teachers, or staff. It serves to maintain a fair and equitable environment within the School, ensuring that concerns are taken seriously and resolved promptly. Written/ verbal complaints are addressed by the Teacher / Deans / Committee. Complaints can be made via telephone or email too. The school phone numbers and email id are available on the official website of the School.
3. The committee provides a clear and objective mechanism for addressing grievances, fostering trust and confidence within the school community. The committee strives to address grievances swiftly and efficiently, minimizing the impact on the affected parties and promoting a positive learning environment. By providing a channel for addressing concerns, the committee helps build a stronger sense of community and mutual respect within the school.

Standard Operating Procedure

4. **Students.** Students are free to approach any teacher/ Committee member regarding any grievance. The teacher resolves the issue by delving in depth which is followed by counselling / mentoring the offender and motivating him / her for behavioral reforms.
5. In case the teacher is not able to resolve the issue, the same is put forth to the Committee / Principal, who then, redress the issue.
6. **Parents.** All parents are free to raise any of their grievance with the class teacher or any Committee member. The grievance can be made in writing or verbally or via email or telephonic conversation.
7. The school phone numbers & school email id is available on the official website of the school. The grievance is addressed on immediate basis and the action taken is communicated to the aggrieved party.
8. **Teacher.** If the complaint is raised by any teacher/ staff member then, it can be brought to the notice of their respective Dean or any Committee member.

Composition

Note : Composition of the committee for respective meetings will be decided by the Committee Head in consultation with Principal. The composition may vary as per the nature of each case. However, a desirable Corum of four members, (including the Committee Head), will be endeavored. The minimum Corum will be of three members, including the Committee Head.

Sr No	Committee Appointment	Name	Designation	Email ID
1.	Head	Mrs Neera Singh	Principal	neerasingh_rkk@yahoo.com
2.	Member	Mrs. Esha Richards	HRMO	hrmo@rkkgps.com
3.	Member	Mrs. Jyoti Mathur	EA to the Principal	school@rkkgps.com
4.	Member	Mr. Kamlesh Kumar	HOD Social Science	kamlesh.kumar@rkkgps.com
5.	Member	Ms. Aashna Jain	School Counsellor	aashna.jain@rkkgps.com
6.	Member	Mrs. Deepika Ojha	HOD Maths (Juniors)	deepika.ojha@rkkgps.com
7.	Member	Ms. Chaheti Rathi	Student	6204@rkkgps.com
8.	Member	Ms. Mehu Sunil Verma	Student	3777@rkkgps.com