

SOP OF GRIEVANCE REDRESSAL MECHANISM AT RKKGPS

Clear & Transparent Policy :

An effective, fair and impartial redressal mechanism system is followed at RKKGPS for addressing the grievances of parents, teachers, students and other stake holders.

Written / verbal complaints are redressed by the Teacher / Deans / Committee. Complaints can be made via telephone or email too. The school phone numbers & school email id are available on the Official Website of the school.

SOP IN CASE OF COMPLAINTS RAISED :

- a) **By Students** : Students are free to approach any teacher regarding any issue be it abuse / harassment / bulleying etc.

Redressal : The teacher resolves the issue by delving in depth which is followed by counselling / mentoring the offender and motivating him / her for behavioural reforms. 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 in the following manner:

- Investigating the matter / issue
- Counselling the child
- Extracting an apology
- Warning
- Mentoring / Monitoring
- Suspension of the defaulter for few days from school as per the degree of the offence.

- b) **By Parents** : All parents are free to raise any of their grievance with the class teacher or any teacher whom they are comfortable with. The grievance can be made in writing or verbally or via email or telephonic conversation. The school phone numbers & school email id is available on the official website of the school.

The Redressal procedure : The grievance is addressed on immediate basis and the action taken is communicated to the aggrieved party by the teacher.

When can the grievance redressal committee be approached :

The teachers can be met with a prior appointment or as per the time slots mentioned in the school rules in the student's diary. If the complainant is not satisfied with the resolution of the his / her grievance or it remains unattended or unresolved then he / she can approach the Deans / Committee / Principal by seeking an appointment. The confidentiality is maintained through out the procedure to avoid any discrimination or targeting.

c) **By Teacher** : If the complaint is raised by any teacher / staff member then, it can be brought to the notice of their respective HOD or Committee.

Steps taken : The matter is looked into in depth and a show cause notice is issued.

- Investigating the matter / issue
- Counselling
- Extraction of an apology
- Warning / Suspension
- Monitoring / Mentoring
- Communication of the resolution or action to the aggrieved party.

Thereby a very transparent & effective redressal system is being followed at RKKGPS.

COMMITTEE MEMBERS

Mrs Seema Malhotra Baxi

Mrs Neeta Johari

Mrs Sapna Gupta

Mrs Indra Shaktawat

Approved by

A handwritten signature in black ink, appearing to read 'N. Singh', is written over a horizontal line.

Mrs Neera Singh
Principal