

P_{t.} Uma Dutt Public School

(Affiliated To CBSE, Aff. No. 1730201)

Leela Niwas, G.T. Road, Dholpur

GRIEVANCE REDRESSAL MECHANISM FOR STUDENTS AND PARENTS

(Effective from 01 April 2025)

In accordance with the **CBSE Affiliation Bye-Laws 2018 and CBSE guidelines for ensuring transparency, accountability and student welfare**, PT Uma Dutt Public School establishes the following **Grievance Redressal Mechanism** for addressing concerns raised by students and parents.

The objective of this mechanism is to provide a **fair, transparent, and time-bound process** for resolving grievances related to academic, administrative, behavioural or infrastructural matters within the school.

1. Objectives

- To provide a **safe platform** for students and parents to express their concerns.
- To ensure **timely and impartial** resolution of grievances.
- To promote **mutual trust and transparency** between school administration and stakeholders.
- To maintain a **positive and supportive** school environment.

2. Scope of Grievances

Grievances may relate to:

- Academic issues
- Student behaviour or discipline matters
- Safety and security concerns
- Bullying or harassment complaints
- Infrastructure or facility related issues
- Examination or evaluation concerns
- Administrative or communication issues

3. Grievance Redressal Committee

The school shall constitute a **Grievance Redressal Committee** comprising the following members:

1. **Principal** – Pankaj vashishtha- Chairperson
2. **Senior Teacher / Academic Coordinator** – Mr Jalaluddin Khan- Member
3. **School Counsellor / Wellness Teacher** – Mr. Laxmi Vashishtha-Member
4. **Parent Representative (PTA Member)** – Mr. Minaz Mohammad

5. **School Management Nominee** – Meena Mishra- Member

4. **Procedure for Submitting a Grievance**

Students or parents may submit their grievance through any of the following channels:

- Written application to the **school office**
- Submission through the **class teacher or coordinator**
- Email communication to the **official school email address**
- Reporting to any member of the **Grievance Redressal Committee**

All grievances will be recorded in the **Grievance Register** maintained by the school office.

5. **Redressal Process**

1. The grievance shall be **acknowledged within two working days**.
2. The Grievance Redressal Committee shall review the complaint and conduct necessary inquiry.
3. Concerned students, teachers or staff members may be called for discussion if required.
4. Appropriate corrective or remedial action will be recommended by the committee.
5. The grievance shall normally be **resolved within seven working days**, depending upon the nature of the issue.

6. **Confidentiality**

All complaints will be handled with **strict confidentiality and sensitivity**, particularly in matters concerning student safety and personal well-being.

7. **Appeal Provision**

If the complainant is not satisfied with the decision of the committee, the matter may be **referred to the School Management for further review and final decision**.

8. **Awareness**


The school shall ensure that information regarding the grievance redressal mechanism is **displayed on the school notice board and communicated to parents and students**.

9. **Commitment of the School**

PT Uma Dutt Public School remains committed to maintaining a **supportive, respectful and safe educational environment**, and encourages constructive feedback from students and parents for continuous improvement of the institution.

This mechanism shall come into effect from **01 April 2025**.

Date: _____


Principal
Pt. Uma Dutt Public School
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