



NEW ERA SENIOR SECONDARY SCHOOL

GRIEVANCE REDRESSAL POLICY

New Era Senior Secondary School is committed to providing a safe, inclusive, and respectful learning environment for all students. The school believes that open communication between students, parents/guardians, and school authorities is essential for maintaining high standards of education and student well-being.

This policy establishes a clear and transparent mechanism for addressing grievances in a fair and timely manner.

Scope of the Policy

This policy applies to all students and parents/guardians and covers concerns related to:

- Academic matters
- Student discipline
- Bullying or harassment
- Safety and security
- Infrastructure and facilities
- Fee-related matters
- Other school-related issues

Definition of Grievance

A grievance refers to any dissatisfaction or complaint regarding academic processes (teaching, assessment, results), behavioural issues, administrative decisions, safety concerns, or facilities provided by the school.

Grievance Redressal Committee (GRC)

To ensure effective resolution of grievances, the School shall constitute a Grievance Redressal

Committee (GRC) comprising:

- Principal (Chairperson)
- Vice Principal / Academic Coordinator
- Senior Teacher
- School Counsellor
- Parent Representative

The Committee shall meet as required to review and resolve complaints.

Procedure for Submission of Grievance

Students or parents/guardians are encouraged to first discuss their concerns with the concerned Class Teacher or Subject Teacher. The matter should ordinarily be resolved within 3–5 working days.

If the issue remains unresolved, a formal written complaint may be submitted to the Principal through the School Office, official email, or designated complaint box.

The complaint should clearly mention:

- Student's name
- Class
- Details of the grievance
- Supporting documents, if any

The complaint shall be acknowledged within 2 working days.

Resolution Process

The Grievance Redressal Committee will review the matter, interact with concerned parties if necessary, and examine relevant records.

A decision shall normally be communicated within 10 working days from the date of receipt of the complaint.

Appeal Process

If the complainant is not satisfied with the decision, an appeal may be submitted in writing to the School Management within 7 working days.

The decision of the School Management shall be final and binding.

Confidentiality and Protection

All grievances will be handled with strict confidentiality. The school prohibits any form of retaliation or victimization against individuals raising genuine concerns in good faith.

However, false or malicious complaints may invite appropriate action as per School rules.

Record Maintenance and Review

All complaints and their resolutions shall be properly documented and maintained by the School Office. This policy shall be reviewed annually or as required by the School Management.


Principal
New Era Sr. Secondary School
Vadodara - 390 002.

