

Manav Sthali School

R-Block, New Rajendra Nagar, New Delhi-60

MSS GRIEVANCE REDRESSAL COMMITTEE (MGRC)

MSS Grievance Redressal Committee has been constituted to monitor and look into the complaints lodged by the students, staff and parents. The Grievance Cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the School Principal or address his/her grievances to the Grievance Redressal Cell.

MSS Grievance Redressal Committee aims to ensure that action on every application is undertaken promptly. In case of false or frivolous complaint, the Committee may take appropriate action against the complainant.

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the school premises.

MECHANISM FOR REDRESSAL OF GRIEVANCES OF STUDENTS AND STAFF

The Protection of human rights is essential for holistic development of an individual. It's our endeavour to make all efforts to ensure transparency in all the activities at different stages. Taking this spirit in consideration, the school has a set mechanism for students & staff to redress their grievances.

The Grievances may broadly include the following complaints:

- Academic
- Non-Academic
- Grievance related to Assessment
- Grievance related to Victimization
- Grievance related to Attendance
- Grievance related to charging of fees
- Grievance regarding conducting of Examinations
- Harassment by other students or teachers
- Grievance of any staff member related to any issue

PROCEDURE

- The students, staff and parents may put up a grievance in writing at administrative office or through e-mail.
- The grievance cell will act upon those cases which have been forwarded along with the necessary documents.
- The grievance cell will ensure that the grievance is resolved in a stipulated time period.

RESPONSIBILITY OF REDERESSAL COMMITTEE

- The final responsibility for grievance redressal rests with the Principal of the School.
- The school aims that every grievance redressal is time bound and result oriented.
- Every grievance is expected to be resolved within a reasonable time period.
- The grievance redressal cell of the school shall monitor status and progress of grievance redressal
- The committee shall furnish a report on the same to the Chairman of the school.

POWERS

- In case of any grievance, the members of the cell are empowered to resolve the matter at their level through discussions with the stakeholders.
- In case the members fail to find a solution, then the matter is referred to the School Chairman for final resolution.
- Considering the nature and depth of the grievances due inquiry is made by the members of for speedy resolution. On the basis of an in-depth inquiry, supported by facts, an action may be taken by the school administration.

EXCLUSIONS

- Decisions with regard to award of scholarship, fee concessions, medals etc;
- Decisions made by the school with regard to disciplinary matters and misconduct.
- Decisions about admissions in any in any class.
- Decisions by competent authority on assessment and examination results.

MSS Redressal Committee Members

1. PRINCIPAL
2. ADMINISTRATOR
3. TEACHER REPRESENTATIVE
4. PARENT REPRESENTATIVE
5. ESTATE OFFICER
6. ACCOUNTS OFFICER
7. FEE INCHARGE
8. NON-TEACHING STAFF