



GURU HAR RAI PUBLIC SCHOOL

Qila Lal Singh, D.B.N. Road, Batala

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GRIEVANCE REDRESSAL COMMITTEE

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

A Grievance Cell has been constituted for the Redressal of the problems reported by the students of the school with the following members of the committee who can be contacted for redressal of grievances:

S.No	Name	Designation
1.	Mr.Vikas Sharma	Principal
2.	Mr.Sukhdev Singh	Teacher Member
3.	Ms.Neelam	Teacher Member
4.	Mr.Ranjit Singh	Parent Member
5.	Mr.Kirandeep Kaur	Parent Member
6.	Mr.Sonia Rajput	Parent Member

Principal
Guru Har Rai Public School
Qila Lal Singh (Gsp.)

Grievance Redressal Cell

Guru Har Rai Public School, Qila Lal Singh, Batala has Grievance Redressal System in an informal manner i.e. through direct supervision of the Principal of the school and in formal sense along with the provision of suggestion box. The function of the cell is to look into the complaints lodged by any student and judge its merit. 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 Cell. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox / suggestion box of the Grievance Cell placed at the Administrative Block as well as Academic Block of the school.

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 institute.

A Grievance Cell has been constituted for the Redressal of the problems reported by the Students of the school with the following objectives:

- » Upholding the dignity of the school by ensuring strife free atmosphere in the school through promoting cordial Student-Student relationship and Student-teacher relationship etc.
- » Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- » Suggestion / complaint Box is installed in front of the Administrative Block and Academic Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the school.
- » Advising Students of the school to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- » Advising All the Students to refrain from inciting Students against other Students, teachers and school administration.
- » Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.

The final responsibility for grievance Redressal rests with the Principal of the School.

- » The school expects that grievance Redressal be time bound and result oriented. Every grievance is expected to be resolved within a reasonable period.
- » The grievance Redressal cell of the school shall monitor status and progress of grievance Redressal and shall furnish report on grievance Redressal position to the Chairman of the school.

The grievance Redressal cell shall not entertain the following issues:

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