



GRIEVANCE REDRESSAL POLICY **(2025–26)**

Policy Objective:

To establish a fair, transparent, and timely system for addressing grievances raised by students, parents, teaching and non-teaching staff. This policy aims to promote a harmonious and safe environment, uphold the rights of all stakeholders, and resolve issues promptly and effectively.

I Scope of the Policy:

This policy applies to:

- Students
- Parents/Guardians
- Teaching and Non-teaching Staff
- Support and Administrative Staff

Grievances may relate to:

- Academic concerns
- Behavioural issues or peer conflict
- Disciplinary actions
- Teaching methods or staff conduct
- Safety, hygiene, and infrastructure
- Harassment, bullying, or discrimination
- Fee-related concerns
- Transport or school facilities

II. Grievance Redressal Mechanism:

Step 1: Informal Resolution

- Attempt to resolve concerns through **direct communication** with the concerned person (e.g., class teacher, coordinator, or department head).
- Many issues are resolved informally through open dialogue.

Step 2: Formal Grievance Submission

If unresolved, a **formal grievance** can be submitted through:

- **Written complaint** addressed to the Principal.
- **Email submission** via the school's official grievance email.
- **Grievance boxes** placed across the campus for anonymous complaints (for students and staff).

Step 3: Grievance Redressal Committee Review

Timeframe:

- Acknowledgment of complaint: Within **2 working days**
- Investigation and response: Within **7–10 working days**
- Serious matters (e.g., harassment): Immediate review and action

III. Confidentiality and Protection:

- All grievances will be handled with **strict confidentiality**.
- Retaliation against any complainant is strictly prohibited.
- Anonymous complaints will be investigated if enough evidence is provided.

IV. Appeals Process:

If not satisfied with the resolution:

- An appeal may be made to the **School Management Committee**, whose decision will be final.

V. Additional Support:

- **School Counsellor** is available for emotional support and conflict mediation.
- Regular **sensitization and awareness programs** are conducted to reduce potential conflicts and promote respect.
- The **Student Parliament System** also provides a democratic space for voicing concerns constructively.

VI. Review and Monitoring:

- The Grievance Redressal Policy will be reviewed **annually**.
- Regular feedback will be collected to improve the grievance-handling process.



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