



# NACHIAR

## THE WORLD SCHOOL

( Affiliated To CBSE, New Delhi | Affiliation No. 1931590 )

## GRIEVANCE REDRESSAL COMMITTEE

### 2026-27

The Composition of the Committee members is as under:

GRIEVANCE REDRESSAL COMMITTEE MEMBERS			
S. No.	Name	Designation	Mobile number
1	Mrs. Vijayalakshmi Nachiar	Principal	9688011000
2	Ms. Swetha P	Counsellor	9095499063
3	Mrs.Karuna K	Teacher	9750003367
4	Mr. Selvaraj T	Teacher	9894652646
5	Miss. Archana Sri K A	Student	N. A
6	Mr. Vimal K	Student	N. A

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## **GRIEVANCE REDRESSAL POLICY** **(2026–27)**

### **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.

*M. Acharya*  
6/4/2026  
**PRINCIPAL**  
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