

GRIEVANCE COMMITTEE:-

The **Grievances Committee** at **Krishna Public School** plays a vital role in addressing and resolving complaints and issues raised by students, staff, and parents in a fair, transparent, and timely manner.

COMMITTEE MEMBERS:-

1. Ms REENA DANIEL

Below are the key roles and responsibilities of the Grievances Committee at **Krishna Public School**:

1. Complaint Handling and Resolution

- **Receive Complaints:** The committee is responsible for receiving and acknowledging complaints from students, teachers, staff, and parents regarding any grievances they may have.
- **Investigate Complaints:** The committee must investigate the complaints thoroughly, ensuring a fair and unbiased process. This includes understanding the facts, interviewing concerned parties, and collecting necessary evidence.
- **Resolve Grievances:** The committee should provide resolutions to complaints and grievances in a timely and fair manner, ensuring that all parties involved feel heard and respected.

2. Ensure Fairness and Transparency

- **Impartial and Confidential Handling:** The committee must handle all grievances impartially and confidentially, ensuring that the rights of the individuals involved are protected.
- **Transparency in Process:** The committee should ensure that the process for filing, reviewing, and resolving complaints is clear and transparent for all members of the school community.

3. Maintain Documentation

- **Record Complaints and Actions:** The committee is responsible for maintaining detailed records of all complaints, investigations, actions taken, and resolutions provided. This ensures accountability and transparency.

- **Report Regularly:** The committee should report regularly to the management of **Krishna Public School** about the nature and number of complaints, as well as any patterns or recurring issues.

4. Promote a Positive Environment

- **Create Awareness:** The committee is responsible for promoting awareness about the grievance redressal mechanism among students, staff, and parents, ensuring that everyone understands how to file complaints and the importance of addressing grievances.
- **Encourage Open Communication:** Foster a culture of open communication and trust within the school, where individuals feel safe to express their concerns and know that action will be taken to address them.

5. Monitor and Follow-Up

- **Monitor the Implementation of Resolutions:** Ensure that resolutions or corrective actions decided by the committee are implemented effectively and in a timely manner.
- **Follow-Up on Complaints:** After a resolution is provided, the committee should follow up to ensure that the grievance has been fully addressed and no further issues persist.

6. Support for Victims and Affected Parties

- **Provide Support:** Offer support to those raising grievances, including counseling or guidance if needed, to help them cope with the situation.
- **Ensure Protection from Retaliation:** Ensure that individuals who raise complaints are protected from any form of retaliation or discrimination.

7. Develop and Review Policies

- **Review School Policies:** The committee should review the school's policies and practices regularly to identify areas that may contribute to grievances and recommend improvements.
- **Develop New Procedures:** If necessary, the committee can propose new grievance handling procedures to improve the overall environment within **Krishna Public School**.

8. Encourage Constructive Feedback

- **Create Feedback Channels:** Encourage feedback from students, parents, and staff to identify potential problems early and resolve them before they escalate.
- **Promote Positive Change:** Use grievances as opportunities to improve the overall functioning of the school and promote a more positive, inclusive environment.

9. Confidentiality and Data Protection

- **Respect Privacy:** The committee must respect the privacy of the individuals involved in the grievance process and ensure that sensitive information is handled appropriately.
- **Ensure Legal Compliance:** Ensure that all grievance redressal activities at **Krishna Public School** are in compliance with applicable laws and regulations, particularly concerning data protection and confidentiality.

By fulfilling these roles and responsibilities, the **Grievances Committee** at **Krishna Public School** ensures a positive, fair, and supportive environment at the school, where concerns are addressed promptly, and all members of the school community feel respected and heard.