



Rosary High School, Badlapur

Yadav Nagar, Ulhas Nadi Bridge, Badlapur Gaon Road, Badlapur West. 421503 |

CBSE Affiliation No. 1131242 | School Code. 31229 | www.rosaryedu.org.in

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Approved by	School Management

SCHOOL GRIEVANCE REDRESSAL POLICY

(For Parents & Guardians)

1. Purpose of the Policy

The purpose of this policy is to ensure:

- Timely, transparent, and fair resolution of concerns
- Protection of students, teachers, and the institution
- Avoidance of misinformation, delayed escalation, and verbal allegations
- Clear documentation and accountability

2. Guiding Principles

- All grievances must be **formal, documented, and time-bound**
- **Verbal complaints will not be treated as official grievances**
- Anonymous or retrospective complaints **will not be entertained**
- The school encourages **early reporting**, not post-incident escalation

3. What Qualifies as a Grievance?

A grievance may relate to:

- Academic concerns
- Behavioural or disciplinary matters

- Safety and well-being
- Communication gaps
- Administrative issues

✘ Matters NOT considered grievances:

- Hearsay or third-party information
 - Social media or WhatsApp discussions
 - Issues raised **only after disciplinary action is taken**
 - Concerns not submitted in writing
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4. Mandatory Written Complaint Requirement

- All grievances **must be submitted in writing**
- Accepted formats:
 - Official school grievance form
 - Email sent to the school's registered email ID
- The complaint must include:
 - Student name & class
 - Specific concern with date and details
 - Supporting evidence (if any)

★ Verbal complaints, corridor conversations, or phone calls are considered informal communication and will not be recorded or acted upon officially.

5. Grievance Redressal Process (Step-by-Step)

Level 1: Class Teacher

- Applicable for academic or minor classroom concerns
- Written complaint required
- Resolution timeline: **2 working days**

Level 2: Section Head / Academic Coordinator

- If unresolved at Level 1
- Written escalation with reference to earlier communication
- Resolution timeline: **2 working days**

Level 3: Principal

- Serious concerns (discipline, safety, repeated issues)
- If unresolved at Level 2
- Written escalation with reference to earlier communication
- Resolution timeline: **2 working days**

Level 4: School Grievance Committee

- Committee includes:
 - School Head / Principal
 - Senior Teacher / Coordinator
 - Counsellor (if required)
 - 2 PTA Representatives
- Resolution timeline: **2 working days**

✦ **Skipping levels without valid reason will result in the grievance being redirected to the appropriate level.**

6. Retrospective & Defensive Complaints – Policy Position

- Complaints raised **after a student is found violating school rules, without prior written communication, will not be accepted as valid grievances**
- Such complaints will be treated as **defensive escalation**
- The school will proceed based on:
 - Documented records
 - Observations
 - Incident reports
 - Student conduct logs

This clause ensures fairness and prevents misuse of grievance mechanisms.

7. Confidentiality & Documentation

- All grievances are handled confidentially
- Written records are maintained for:
 - Transparency
 - Child protection
 - Legal compliance
- Documentation protects **both parents and the school**

8. Expected Parent Responsibility

Parents are expected to:

- Raise concerns **early and in writing**
- Follow the defined escalation process
- Refrain from spreading concerns through informal channels
- Cooperate in resolution rather than confrontation

9. Final Authority

The decision of the **School Grievance Redressal Committee** shall be final and binding, in line with school policies and CBSE guidelines.

Warm regards,



Sumita Wade

Principal

Rosary High School, Badlapur



Rasika Panicker

Director

Rosary High School, Badlapur