



### **Vision**

Dream, Inspire, Act.

### **Mission**

Genesis Global School aims to nurture all students to become resilient and confident learners as socially responsible leaders serving diverse communities and cultural contexts.

### **Policy Monitoring**

Date of review: September 2023

Reviewed by: Principals and Administrative head.

Date of next review: June 2024

This policy will be reviewed at least annually and following any concerns and/or updates to national/local guidance or procedure.

## School Grievance Redressal Policy

### Introduction:

Genesis Global School is committed to providing a safe and supportive learning environment for all its students. As part of our commitment to continuous improvement and transparency, we have established a Grievance Redressal Policy to address student concerns and complaints promptly and effectively.

### Scope:

The policy applies to all students enrolled in Genesis global School.

### Purpose:

The purpose of the policy is to provide students and staff with a formal process for addressing their grievances, ensuring their rights and concerns are respected and resolved appropriately.

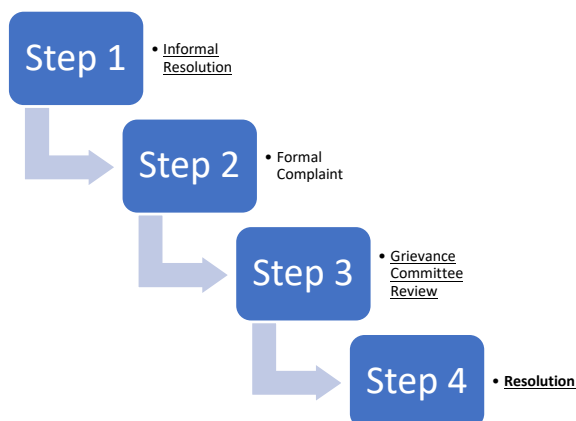
### Types of Grievances:

Students/staff may file grievances related to various issues, as mentioned below:

- Academic concerns
- Bullying or Harassment
- Discrimination
- Safety & Security
- Facilities and Infrastructure
- Extracurricular Activities
- Teacher- student Conflicts
- Interpersonal Conflicts (for Staff)
- Administrative decisions

### Grievance Redressal Procedure:

Students are encouraged to follow following steps to address their grievances:



**Step 1: Informal Resolution**

- Students/staff are encouraged to first attempt to resolve their concerns informally by discussing them with their respective in-line senior.

**Step 2: Formal complaint**

- If the grievance remains unsolved after Step 1, students or their parent/guardians / staff member can submit the written complaint within a specified time frame e.g 10 working days.
- The complaint should include details of the issue, dates, names of individuals involved and any supporting evidence.

**Step 3: Grievance Committee Review:**

- A Grievance Committee, comprising impartial school staff members will review the formal complaint with a reasonable time frame (say 10 days).
- The committee will conduct interviews, gather evidence, and consider all relevant information.
- The committee will make recommendations and take for resolution to the school principal or relevant authority.

**Step 4: Resolution**

- The School Director or relevant authority will review the committee's recommendations and take appropriate action to resolve the grievance.
- The student or their parents/guardians will be informed of the outcome in writing within reasonable time frame (e.g 5 days).

**Confidentiality:**

- The school will make every effort to maintain confidentiality throughout the grievance process, while ensuring that all parties involved are informed appropriately.
- In no case will the CCTV surveillance footage be shared with any member involved in the said situation. Person in charge of resolution may access the same to help with decision making ( if needed)

**Appeal Process:**

- If the student or their parents/guardians / staff are not satisfied with the resolution, they may request an appeal to the school board or a higher authority as designated by the school.

**Non- Retaliation:**

- Genesis Global School prohibits retaliation against any student who files a grievance or participates in the grievance resolution process. Hence the need to maintain extreme confidentiality.

**Reporting Mechanism:**

- The school will provide clear information on how and where to report grievances, including contact details for the Grievance Committee and School Administration.
- Student/ staff member may directly write to [theschooloffice@genesissgs.edu.in](mailto:theschooloffice@genesissgs.edu.in)

**Review & updates:**

- This policy will be reviewed periodically to ensure its effectiveness and compliance with applicable laws and regulations.

**Members of the Redressal Committee: ( based on their lack of involvement in the situation itself)**

1. Principal (of section)
2. General Manager
3. Coordinator (of section)
4. HR/Security/ Medical / IT (Case specific)
5. Legal Representative (Case Specialist)

The Grievance Redressal policy is communicated to all students, parents and staff members and is easily accessible on the school's website. Regular training and awareness programs are conducted to ensure that all stakeholders are aware of the policy and how to use effectively.