



Schiller Institute Sr. Sec. School
(Affiliated to CBSE, New Delhi)
R-6, Raj Nagar, Ghaziabad

Grievance & Redressal Committee

It is hereby notified to all the students and Teacher of **Schiller Institute Sr. Sec. School** that the Grievance Redressal Committee has been constituted as under.

Name of Member	Designation
Mrs. Preeti Gupta (Director)	Chairman
Mr. A.K.Gupta (Principal)	Member - Secretary
Mr. Sachin Kumar(Associate Principal)	Member
Mr.Gulshan Gambhir	Member
Mrs.Rachna Goel	Member
Mrs. Preeti Goel	Member

Procedure for Redressal of Grievances:

- The aggrieved member/complaint shall submit a written & signed petition/complaint to the Secretary of the Grievance Committee with copy to the Chairman within 7 days after the commitment of grievance.
- The chairman through Secretary shall call the complainant for a meeting of Grievance committee within 10 working days.
- The Committee shall study the petition and after looking into the relevant documents, discuss with those concerned and submit its recommendations and report to the Director as expeditiously as possible, but in any case within 45 working days after the receipt of petition.
- In case of any difficulties, the Grievance Committee shall have discussion with the Director before a decision is taken.
- The Director, as far as possible, shall be guided by the advice of the Grievance Committee unless the recommendations of the Committee violate basic rules and norms of the Institute.

Procedure, Periodicity and Attendance at Meetings:

- The Grievance Committee shall meet twice per AY i.e. 1st week of Oct. & 1st week of March generally. However, if necessary, it may meet frequently at the instance of the Convener or at the request of the other members to discuss the various issues received.
- Committee shall organize at least two developmental activities per AY.
- At least four members of the Grievance Committee shall be present in a meeting.
- If a member of the Grievance Committee is connected with the grievance of the aggrieved individual, the concerned member of the Grievance Committee shall not participate in the deliberations regarding that individual's case.
- If the aggrieved person happens to be a member of the Grievance Committee, then she shall not participate in the deliberations as a member of the Committee when her representation is being considered.

Schiller Institute Sr. Sec. School has constituted a Grievances Committee which comprises members from teaching and non-teaching staff.