

FORD SCHOOL AND COLLEGE

KAZIPUR, Naini, PRAYAGRAJ-211008

SESSION; 2019-20

Grievance Redressal Committee:

The Grievance Redressal Committee comprises of the Principal, senior faculties and a student representative. Any aggrieved student may make an application to the Principal at the Grievance Redressal Cell seeking redressal of grievance. The Grievance Redressal Cell shall receive the complaint and the Committee shall fix a date for hearing the complaint and communicate its decision within ten days of receipt of complaint. The Grievance Redressal Committee shall ensure disposal of every application as speedily as possible, and not later than a month of receipt of the grievance. On the conclusion of proceedings, the Committee shall pass such order, as may be deemed fit to redress the grievance and provide relief as may be desirable to the affected party at issue. In case of false or frivolous complaint, the Committee may take appropriate action against the complainant.

Grievance Redressal Cell:

Sl. No.	Members	Designation	E-Mail
01.	Mrs. Rajni Singh	Principal	rajnisingh.principalfordschool@gmail.com
02.	Mrs. Usha Robinson	TGT	usharobinson21@gmail.com
03.	Mrs. Aradhana N. Frederick	TGT	aradhanafrederick@gmail.com
04.	Mrs. Reena Dass	TGT	dassreena53@gmail.com
05.	Mr. Charles Joseph Roberts	Office Superintendent	Charles.rrrr@gmail.com

Objective:

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

A Grievance Cell has been constituted for the Redressal of the problems reported by the Students of the school with the following objectives:

» Upholding the dignity of the school by ensuring strife free atmosphere in the school through promoting cordial Student-Student relationship and Student-teacher relationship etc.

» Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.

» Suggestion / complaint Box is installed in front of the Administrative Block and Academic Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the school.

» Advising Students of the school to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.

» Advising All the Students to refrain from inciting Students against other Students, teachers and school administration.

» Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.

» Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules are urgently brought to the notice of the School Principal.

Procedure for lodging complaint

» The students may feel free to put up a grievance in writing/or in the format available in the admin dept. and drop it in boxes.

» The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.

» The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

Responsibility for Redressal:

» The final responsibility for grievance Redressal rests with the Principal of the School.

» The school expects that grievance Redressal be time bound and result oriented. Every grievance is expected to be resolved within a reasonable period.

» The grievance Redressal cell of the school shall monitor status and progress of grievance Redressal and shall furnish report on grievance Redressal position to the Chairman of the school.

Powers:

» In case of any grievance the members of the cell are empowered to sort out the problems at their level through discussion with students.

» In case the members fail to find out any solution then the matter is referred to the Principal for final commitment on the matter.

» Considering the nature and depth of the grievances due inquiry is made by the members of the cell and through personal discussion the matter is solved. If anybody is found to be guilty for any kind of nuisance, immediate action is being taken by the School Management.

Exclusions:

The grievance Redressal cell shall not entertain the following issues:

» Decisions with regard to award of scholarship, fee concessions, medals etc;

» Decisions made by the school with regard to disciplinary matters and misconduct.

» Decisions by competent authority on assessment and examination results.