



SRM CONVENT SCHOOL

Affiliated to C.B.S.E., New Delhi (Affiliation No. 1631465)

School Code. 23677

Grievance/ Complaint Redressal Committee (Session 2024-25)

A Grievance Redressal Committee is formed at institutions to promote and maintain a conducive and unprejudiced educational environment. It is a measure to develop a responsive and accountable attitude in the Institute and ensure that there is no laxity in terms of fair dealing with the students and others. The committee looks into grievances of the students, parents and others under the chairpersonship of the Principal of the concerned School. The main objectives of the Grievance Redressal Committee are as follows:

1. To ensure effective solutions to student's grievances with an impartial and fair approach,
2. Redressal of student's grievances to solve their academic and administrative problems.
3. The Grievance Redressal Committee convenes meetings periodically and takes steps to redress the grievances.
4. Complaints in writing from students, staff and parents may be dropped in the 'Suggestion/Complaint Box' or submitted to any member of the committee or Heads of the institutions. Speedy actions will be taken for the genuine grievances of the students.

A committee consisting of the following 05 (Five) members is constituted for Grievance/ Complaint Redressal. The committee formation was advised to the deputy secretary, (Affiliation) of the Central Board of Secondary Education, Delhi,

| Sr. No | Names | Designation | Role | Signature |
|--------|--------------------|---------------------|--------------------------|-----------|
| 1 | Dr. Sheenam Samuel | Principal | Chairperson | |
| 2 | Neetu Sharma | In Charge (Teacher) | Advisor (Female Teacher) | |
| 3 | Mr. Samuel Sham | Member | Male Teacher | |
| 4 | Ms. Rakhi Sharma | Member | Female Teacher | |
| 5 | Ms. Ritu Sharma | Member | Female Teacher | |

Dr. Sheenam Samuel
Principal (M.A., B.Ed.)
SRM CONVENT SCHOOL
Affiliation No. 1631465
Pohir, Distt. Ludhiana