



AZAAN GEMS INTERNATIONAL SCHOOL

GRIEVANCE REDRESSAL PROCEDURE

To bridge the gap between the Parents and the School Management, Azaan Gems International School has formed a Grievance Redressal Procedure which will be under the direct supervision of Grievance Cell, a dedicated team comprising of top administrative echelons of the institution. The purpose of this cell is primarily for the early appreciation of the complaints/grievance filed by any Student or Parent or Staff Member (Stakeholder) and resolve the same within stipulated time frame. The Grievance Cell is empowered to look into the matters related to Academics, Administration and Accounts.



GRIEVANCE MACHINERY @AZAAN

GRIEVANCE CELL

- **A dedicated team comprising of top senior administrative echelons with a primary objective of early appreciation of the complaints/grievance filed by a dissatisfied stake holder viz., a student, a Parent, or a Staff Member.**
- **All matters related to administration, academics and accounts.**



OBJECTIVES OF GRIEVANCE CELL

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.

- *Upholding the dignity of the school by ensuring strife free atmosphere in the school through promoting cordial relationship amongst all stakeholders.*
- *Encouraging the Stakeholders to express their complaints/grievances frankly, without any fear of being victimized.*
- *Advising Stakeholders of the school to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.*



GRIEVANCE MECHANISM

We at Azaan Gems have created a systematic grievance mechanism primarily for the early appreciation of the complaint/grievance lodged by any aggrieved

Student, Parent or Staff Member (Stakeholders).

- To offer an opportunity to be heard.
- To develop a responsive and accountable attitude in order to maintain a harmonious educational atmosphere in the institute.
- To eliminate or reduce dissatisfaction & misunderstanding.



GRIEVANCE MUST FALL UNDER THE FOLLOWING CATEGORY

ACADEMICS

- Academic Performance
- Student Behaviour
- Counselling
- Permissions
- Attendance
- Syllabi
- Assessments
- Evaluations
- Results/Promotions
- Student Discipline
- Remedials

ADMINISTRATION

- Facilities
- Safety & Security
- Abuse/Assault
- Sexual Abuse/Victimisation
- Corporal Punishments
- Bullying
- Discipline
- Disciplinary Action
- Fines & Leaves
- Issue of Certificates

ACCOUNTS

- Fee Payment
- Salary
- Payment Dispute
- Scholarship/Concessions
- Issue of Hall Tickets



PROCEDURE OF HANDLING GRIEVANCE

The stakeholders must include the following invariably in writing

- Who is involved
- When did it happen
- Where did it happen
- What exactly happened (Specific details)
- Why is it grieve-able
- What remedy is wanted



CONFORMITY TO PRINCIPLES OF GRIEVANCE PROCEDURE

The stakeholders must bear in mind the following principles before filing their grievance:

- To appraise all the facts to the respective Heads immediately
- The grievance/complain must be free from coercion, discrimination
- The grievance must not be based on assumptions/doubts/enmity
- To get the grievance resolved at the possible lowest level
- To avoid unnecessary escalation of the grievance to the highest levels
- Grievance and Grievance resolutions are not bound by any formal legal rules and regulations.
- The stakeholder has the right to appeal decisions or grievance to competent authorities.



3 TIER GRIEVANCE REDRESSAL SYSTEM



VISITING HOURS

HEADS OF INSTITUTION
(Principal, VP, HM, Coordinator)

: MONDAY- FRIDAY – TIME: 2:00 – 3:00 PM
(with prior appointment)

GRIEVANCE CELL

: EVERY FOURTH SATURDAY– TIME: 10:00 AM – 1:00 PM
(with prior appointment)



3 TIER GRIEVANCE REDRESSAL SYSTEM

All the grievance or complaints filed by the stakeholders will be processed through an orderly process of 3-tier redressal system.

- Every grievance shall be resolved within two (02) working days from the date of receipt of such grievance by the concerned staff. **(Tier – 1 or Level 1)**
- In case of non-resolution of the grievance by the concerned staff, the grievance will be escalated to the respective Director/Officer and the resolution to be made within three (03) working days. **(Tier – 2 or Level 2)**
- All Tier -2 or Level 2 grievances, if not resolved can be escalated to the Grievance Cell where the process time will be seven (07) working days. **(Tier – 3 or Level 3)**

APPEALS

- However, in case of appeal (on Level 2 or Level 3) resolutions, the Grievance Cell may accept such appeals and the resolution to be made within fifteen (15) working days.



GRIEVANCE / COMPLAINT FILING METHOD

OFFLINE (In Person):

The stakeholder can file his/her grievance in person directly before the concerned staff. All grievance/complaints must be in writing. Acknowledgement of such written grievance/complaint will be notified only after proper verification of such grievance/complaint through SMS or Email.

ONLINE:

The Stakeholders can file their grievance online at ease through our [Online Grievance Redressal Form](#) available on www.azaangems.com. Acknowledgement of such written grievance/complaint through online will be notified only after proper verification of such grievance/complaint through SMS or Email.

DROP BOX

The Stakeholders drop their grievance in the drop box available in school premises near Principal's Office Room for easy access and convenience. Acknowledgement of such written grievance/complaint through dropbox will be notified only after proper verification of such grievance/complaint through SMS or Email.



GRIEVANCE / COMPLAINT FORM

Azaan - Grievance Redressal Form

Parents are requested to make any suggestions or grievance by filling the below form.
We will give high priority in dealing with your concerns. We appreciate your views and involvement and welcome your input to ensuring our high standard of care is maintained.

*Required

Student Name *

Your answer

Parent Name *

Your answer

Mobile *

Your answer

Email *

Your answer

Nature of Concern

Choose

Feedback/Grievance /Suggestion

Your answer

Preferred mode of contact

☐ Mobile

☐ Email

☐ Personal Visit



Azaan International School
Grievance Redressal Form



Parents are requested to make any suggestions or grievance in writing.
We will give high priority in dealing with your concerns. We appreciate your views and involvement and welcome your input to ensure that our high standard of care is maintained.

Students/Parent Information:

Student Name: _____

Parent Name: _____

Mobile Number: _____

Email Address: _____

Nature of concern: ☐ Academic ☐ Administrative ☐ Accounts

Feedback / Grievance / Suggestion:

Preferred mode of contact: ☐ Mobile ☐ Email ☐ Personal Visit

Parent Signature: _____ Date: _____

CLICK ON THE IMAGE TO DOWNLOAD THE FORM

CLICK ON THE IMAGE TO FILL ONLINE FORM