

MARYAM JAMAL SENIOR SECONDARY SCHOOL OF ARTS, HOJAI

GRIEVANCE REDRESSAL CELL

Chairperson	Ms Rabiya Begum (Principal I/c)
Advisor	Mrs Rubina Begum (Academic Coordinator)
Members	1. Mrs Marjina Begum 2. Mrs Kongkana Pathak 3. Mrs A J Mafiha Khatun 4. Mr Salman Hussain

Objectives

1. To ensure effective solution to student's grievances with an impartial and fair approach
2. To redress student's grievances to solve their academic and administrative problems
3. To address complaints in writing from students, staff and parents may be dropped in 'Suggestion/Complaint Box' or submitted to any member of the committee or HoI
4. To take speedy actions for genuine grievances of the students

Procedure for addressing grievances

1. Students, parents or staff can file grievances in writing (via email, complaint form, or suggestion box).
2. Once the grievance is received, the school Grievance Redressal Cell will acknowledge it confirming that it will be looked into.
3. The committee will investigate the matter by talking to those involved and collecting necessary information.
4. The Grievance Redressal Cell will assure the complaint that the grievance has been properly solved in a stipulated time limit provided by the cell.

Principal