

File Name	Grievance Redressal Policy - The SOBHA Academy
Reference	SKT - TSA POLICY - V - 004
Date	13-05-2025

### 1. Objective

To provide a formal, fair, and transparent mechanism for addressing concerns and grievances raised by students, parents, and staff within a reasonable timeframe, thereby fostering a safe, inclusive, and accountable school environment.

### 2. Scope

This policy is applicable to:

- All students (day scholars and boarders)
- Parents/guardians
- Teaching and non-teaching staff

Grievances may relate to:

- Academic matters
- Disciplinary actions or behavioural issues
- Bullying or harassment
- Administrative delays or lapses
- Infrastructure, safety, or facility-related issues

### 3. Guiding Principles

Principle	Description
<b>Confidentiality</b>	All grievances will be handled with strict confidentiality.
<b>Impartiality</b>	Every complaint will be addressed in a fair and unbiased manner.
<b>Timeliness</b>	Grievances shall be acknowledged within 3 days and resolved swiftly.
<b>Transparency</b>	All stakeholders will be informed of the redressal process and outcomes.
<b>Compliance</b>	Aligned with CBSE norms and relevant state educational guidelines.

### 4. Grievance Redressal Committee (GRC)

Member Role	Designation

Chairperson	Principal
Committee Member	Vice Principal/Senior Teacher
Staff Representative	Administrative Officer or HR Personnel
Parent Member	Nominated Parent Representative
Student Member	Senior Student (For student-related grievances)

The GRC will convene:

- Regularly once every two months
- Immediately in case of critical grievances

### 5. Document Control

VERSION	DATE	DESCRIPTION	APPROVED BY
1.0	13-05-2025	Initial Formalisation	Trustee Board