

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

### Step 1: Submission of Grievance

Mode	Description
<b>Drop Box</b>	Written complaints can be deposited in the school's Grievance Box.
<b>Email</b>	Complaints can be sent to a designated email (e.g., grievance@sobhaacademy.in).
<b>Online</b>	Web-based form on the school website.
<b>Verbal</b>	For younger children—documented by the teacher or counsellor.

### Step 2: Acknowledgment

- Grievances will be acknowledged within 3 working days.
- A reference number will be provided for tracking.

### Step 3: Preliminary Review

- The GRC reviews the grievance and classifies it (minor, urgent, systemic).
- Priority is given to safety, harassment, or medical-related complaints.

### Step 4: Investigation

- Fact-finding initiated by GRC.
- Statements or interviews conducted with all involved parties.
- GRC maintains neutrality and professionalism.

### Step 5: Resolution

- The GRC recommends corrective or preventive action.
- Final resolution communicated in writing to the complainant within 15 working days.

### Step 6: Escalation (if unresolved)

- If unsatisfied, complainant may escalate to:
  - School Managing Committee

- o CBSE Regional Office (as a last resort)

**Step 7: Documentation & Archiving**

- All grievances, communications, findings, and resolutions:
  - o Are digitally and physically documented
  - o Stored for a minimum of 3 years
  - o Audited annually for policy compliance

**Monitoring and Review**

- Quarterly reports reviewed by the Principal and Management.
- Anonymous feedback collected to improve procedures.
- Policy to be reviewed every 2 years or as needed.

**Document Control**

<b>VERSION</b>	<b>DATE</b>	<b>DESCRIPTION</b>	<b>APPROVED BY</b>
1.0	13-05-2025	Initial Formalisation	Trustee Board