



Satyam Shivam Sundaram

Modern High School for Girls, Kolkata

Grievance Redressal Policy

Modern High School for Girls, Kolkata was founded in 1952 by Rukmani Devi Birla is an all-girls' institution. MHS is free of any bias and embraces all students on equal terms irrespective of religion, community or socioeconomic background. It offers a liberal education which is intended to motivate students to discover and build on their own individual strengths and contribute to society in turn.

The school has an established reputation for academic excellence and for providing its students a wide array of co-curricular activities. Its curriculum is dynamic, with sports and games, communicative skills, health and value education, environmental studies, community service, art, aesthetics and life skills woven seamlessly into the school programme.

Modern High School takes pride in the fact that it provides a congenial and supportive work environment for its staff and its students. There is an unwritten 'open door' policy whereby teachers feel comfortable enough to approach the Director or Principal or both, should there be a matter of concern. Most if not all issues are dealt with by the relevant person, Section Coordinator and /or discussion with the Principal. Sometimes matters are dealt with directly by the Director. However, there may be an instance where there is a grievance and it is necessary for staff to know that there are systems in place to look into the grievance and deal with it.

Policy

Any employee of the school can seek redressal for anything he /she feels aggrieved about. The person seeking the grievance redressal could be a teacher, other staff, parents or students. The school commits

to dealing directly with the matter, so that the professionalism of the work place is upheld and the aggrieved person, feels that he/she has a voice in the school and feels supported by the school. A grievance could arise for the following reasons for:

1. Teachers and other staff at the school

- a. Disagreement with remarks/comments in the Annual appraisal
- b. Interpersonal differences with immediate line personnel on personal or school related matters
- c. Dissatisfaction with pay structure and payments.
- d. Concern regarding policies of the school
- e. Misbehaviour by a colleague, superior, junior or any employee at the school
- f. Facilities and infrastructure of the school
- g. Any other disagreement on issues concerning working in the school

2. Parents

- a. Unhappiness or dissatisfaction with the curriculum, more importantly the approach of teaching which has an impact on the child (For classes 9-12 and the IBDP Curriculum, the curriculum is provided by the examining board)
- b. Serious misbehaviour including bullying by fellow students
- c. Perceived ill treatment of the student by the teacher
- d. Concerns about the facilities and infrastructure at the school
- e. Any other disagreement regarding issues concerning the student at this school.

3. Students

- a. Serious misbehaviour including bullying by fellow students
- b. Perceived ill treatment of the student by the teacher
- c. Concerns about the facilities and infrastructure at the school
- d. Any other disagreement regarding issues concerning the student at this school.

It is important to state that when an employee, parent or student wishes to raise an issue, suggest improvement or share ideas he/she may seek an interview with the person with whom the issue needs discussion.

Grievance Redressal Pathways

Grievance reported by	Nature of grievance	Pathway to redressal
Teachers/staff at the school	<ul style="list-style-type: none"> ➤ Salary issues ➤ Promotions ➤ Performance appraisal 	Director Principal
	<ul style="list-style-type: none"> ➤ Facilities and Infrastructure ➤ Administration 	Principal and Head of Administration and Support Services (Lt. Col. S. Nath)
	<ul style="list-style-type: none"> ➤ Misbehaviour by other staff at the school ➤ Misbehaviour by Guardian or student 	Principal and Director
Parents	<ul style="list-style-type: none"> ➤ Curriculum- matters academic 	Relevant Section Coordinator (Primary /Junior, Middle School, Secondary, Senior OR IBDP) and or/Home room teacher or subject teacher
	<ul style="list-style-type: none"> ➤ Facilities and Infrastructure 	Principal and Head of Administration and Support Services (Lt. Col. S. Nath)
	<ul style="list-style-type: none"> ➤ Student related - matters pastoral 	Principal and if need be the Counsellor
Students	<ul style="list-style-type: none"> ➤ Curriculum- matters academic and pastoral ➤ Or an issue of concern 	<ul style="list-style-type: none"> ● Prefect Council Members ● Relevant Section Coordinator (Primary /Junior, Middle School, Secondary, Senior OR IBDP) who will then discuss with the Homeroom teacher, subject teacher or counsellor as required.

		<ul style="list-style-type: none"> ● The Principal may be approached by the teacher or coordinator. ● Principal / Director directly-open door policy
	➤ Facilities and infrastructure	In the first instance report to Home room teacher who will then bring it to the attention of Principal and Head of Administration and Support Services (Lt. Col. S. Nath)

As far as is feasible the grievance will be addressed in the first level. However, an aggrieved employee may take up the matter to the next level if he/she is not satisfied with the redressal. The matter is escalated a level

Level 1	<ul style="list-style-type: none"> ★ Class teacher ★ Counsellor ★ Section Coordinator ★ Principal
Level 2	★ Principal and Director
Level 3	★ Principal and Director AND Grievance Redressal Committee
Level 4	IN very serious cases this may be discussed at the Board of Governors meeting

Procedure

If a member of staff wishes to address an issue, suggest improvements, then the member of staff should seek an interview with the person with whom the issue needs to be discussed.

If an individual feels wronged he /she may submit a written complaint (with a cc to the Principal) to the immediate superior (see organogram)

All grievances at the teacher level will be redressed within a week from the date of submission of the grievance

If the immediate superior declines to resolve the complaint within the stipulated period, the aggrieved person may appeal to the next higher authority.

When the grievance is redressed at the first level itself, it must go as information to all others in the higher chain of command.

For grievances addressed to the Principal and those that are not solved in the first level, the Principal will refer the complaint to the Grievance Redressal Committee. This committee will examine the complaint and send their recommendation to the Principal within 7 days of receiving the representation.

Grievance Redressal Committee

1. Chairperson(s)	Vice Principal & Head of Primary
2. A Section Head or Subject Head	To be nominated for one calendar year
3. One senior teacher	To be nominated for one calendar year

This formal policy for redressal of grievances is expected to come into force from the AY 2020 onwards.