

GRIEVANCE REDRESSAL COMMITTEE (GRC)

DR. JACOBS HITECH SCHOOL, Vilangadu, Acharapakkam, Chengalpattu District is committed to fostering a safe, inclusive, and supportive learning environment for all students, staff, and parents. To this end, the Grievance Redressal Committee has been established under the supervision of **Rev. Fr. Antony Kanagaraj**, Principal. This committee is dedicated to promptly addressing concerns and complaints, preventing harassment, and promoting a harmonious school community.

Individuals with grievances can approach the Principal directly or submit their concerns in writing to the Grievance Redressal Cell located in the Administrative and Academic Blocks. While the committee will diligently address all complaints, it reserves the right to take appropriate action against false or frivolous submissions.

Objectives

Create a Harmonious Environment: Cultivate positive relationships among students and teachers.

Ensure Fairness and Inclusivity: Address grievances impartially and implement necessary support measures.

Empower Students: Encourage open communication and protect students from retaliation.

Promote Respect: Guide students in upholding each other's rights and dignity while resolving conflicts peacefully.

Support Staff: Foster compassionate interactions between staff and students and prevent retaliatory actions.

Prevent Harassment: Prohibit all forms of ragging and bullying, both within and outside the school premises, and take immediate action against violations.

Scope

The Grievance Redressal Committee prioritizes the protection of human rights and the holistic development of all members of the school community. It addresses a wide range of issues, including:

- Academic and non-academic concerns
- Assessment and evaluation matters
- Student safety and well-being
- Attendance and fee-related issues
- Examination conduct
- Harassment by peers or teachers

The committee regularly convenes to investigate and resolve grievances, with a particular focus on preventing and addressing sexual and mental harassment, improving classroom management, ensuring timely syllabus completion, and enhancing teaching methodologies.

Composition

The Grievance Redressal Committee is composed of dedicated individuals committed to impartial resolution of grievances affecting students, staff, and parents. The committee is committed to upholding fairness and creating a supportive learning environment for all.

Stage 1: Informal Resolution of Concerns

We believe that most concerns can be resolved efficiently through open communication with the relevant staff member. To address your child's matter, please initially contact:

Academic Issues: Your child's class teacher or subject coordinator.

House-related Matters (Health, Discipline, etc.): The Physical Education Teacher (PET) / Vice-Principal.

Administrative and Financial Matters: Administrative Officer / Principal

Stage 2: Formal Complaints

If you are unable to resolve your concern informally, you may submit a formal complaint in writing or via email to the following addresses: jacobhitechschoo@gmail.com

Upon receipt of your formal complaint, you will receive a written acknowledgement within five working days during term time and as soon as possible during holidays. This acknowledgement will outline the steps being taken to address your concerns and provide an estimated timeline for resolution.

Stage 3: Reference to the Appellate Authority

Appeal: If a parent is dissatisfied with the outcome of Stage 2, they may escalate their concern to the Principal in writing or via email. The Principal serves as the Final Appellate Authority.

Board of Governors: The Principal will inform the Board of Governors of all matters escalated to this level.

Grievance Redressal Committee (GRC) re-constituted as under for the session 2025-26:

Sl. No	Name of the Member	Designation	Mobile No
1.	Sr. Viji Varghese	Vice-Principal	9645849755
2.	Ms. R. Deva Sneha	Administrative Officer	87783 27466
3.	Mr. Vasudevan	P.E.T	8667454480
4.	School / Office Contact		7305189708 / 044 27500259