

DON BOSCO HIGH SCHOOL AND JUNIOR COLLEGE, NAIGAON (EAST)

GRIEVANCE REDRESSAL COMMITTEE (GRC)

A) INTRODUCTION:

The Grievance Redressal Committee (GRC) of Don Bosco High School and Junior College, Naigaon (East) aims to address the grievances lodged by any student or teacher, and redress it as per requirement. The students and teachers, can state their grievances regarding any academic and non - academic matter within the campus, in writing to the Principal / Manager. The institution aims at solving the grievances of the students and teachers, within stipulated time.

B) OBJECTIVES:

To provide a formal institutional mechanism for redressal of grievances relating to academic and non - academic matters within the campus.

C) SCOPE:

The students and teachers, may lodge grievances about any academic and non – academic matter.

Procedure for lodging complaint :

1. The students and teachers, can lodge their grievance in writing to the Principal or the Manager (if the grievance is against the Principal) and send the grievance by registered post.
2. The Grievance Committee will act upon those cases which have been forwarded in writing with necessary documentation, with proper documented facts.
3. Depending upon the nature of the grievance, the grievance committee may suggest a mediation between the aggrieved and the person against whom the grievance is directed.

The Goals of the Grievance Redressal Policy are:

1. To develop an organizational framework to resolve Grievances of the students and teachers.
2. To provide the students and teachers access to immediate, hassle-free recourse to have their Grievances redressed.
3. To enlighten the students and teachers on their duties and responsibilities.
4. To establish structured interactions with the students and teachers and to elicit information, academic and administrative process on their expectations.
5. The Grievance Redressal Committee (GRC) will not only seek to redress Grievances but also to avoid them.
6. Immediately on receipt of a Grievance, the concerned Office shall send a written communication to the complainant (the person who lodges the Grievance), stating the following:
 - a. Acknowledging his / her communication.
 - b. The name, address, email id and Phone number of the authority to whom the Grievance has been forwarded (in case the Grievance relates to another office)
 - c. The name, address, email id and Phone number of the authority to whom the Complainant could appeal, if his / her Grievances are not redressed within the specified time frame or if he is not satisfied with the action taken.

D) COMPOSITION:

The composition of the Grievance Redressal Committee for **Pre - Primary Section** 2025 – 2026 is as follow:

Sr. No.	Name	Designation
1.	Fr. Dominic Martis	Chairman
2.	Fr. Anthony Fonseca	Principal – Ex – officio Secretary
3.	Fr. Joaquim Fernandes	Vice Principal
4.	Fr. William Falcao	Administrator
5.	Fr. Edward D'souza	Pre – Primary Curriculum and Programme Director / Member of the Management
6.	Mrs. Dorothy Fernandes	Coordinating Supervisor
7.	Mrs. Annie D'souza	Pre - Primary Supervisor
8.	Mrs. Lavina D'souza	Member - Parent
9.		Teacher in order of seniority by annual rotation
10.	Nataline	Office staff in order of seniority by annual rotation
11.		A member nominated by the person against whom the grievance is made from amongst the members of the Management or from amongst the employees of any private government recognized school.

*** Incase the Grievance is about any of the members of the Grievance committee stated above, that member will not be part of the Grievance committee for that particular case.**

The composition of the Grievance Redressal Committee for **Primary Section**
2025 – 2026 is as follow:

Sr. No	Name	Designation
1.	Fr. Dominic Martis	Chairman
2.	Fr. Anthony Fonseca	Principal – Ex – officio Secretary
3.	Fr. Joaquim Fernandes	Vice Principal
4.	Fr. William Falcao	Administrator
5.	Fr. Edward D'souza	Pre – Primary Curriculum and Programme Director / Member of the Management
6.	Mrs. Dorothy Fernandes	Coordinating Supervisor
7.	Mrs. Bella Colaco	Primary Supervisor
8.	Mr. Vinay Gupta	Member - Parent
9.		Teacher in order of seniority by annual rotation
10.	Nataline	Office staff in order of seniority by annual rotation
11.		A member nominated by the person against whom the grievance is made from amongst the members of the Management or from amongst the employees of any private government recognized school.

*** In case the Grievance is about any of the members of the Grievance committee stated above, that member will not be part of the Grievance committee for that particular case.**

The composition of the Grievance Redressal Committee for **Secondary Section**
2025 – 2026 is as follow:

Sr. No	Name	Designation
1.	Fr. Dominic Martis	Chairman
2.	Fr. Anthony Fonseca	Principal – Ex – officio Secretary
3.	Fr. Joaquim Fernandes	Vice Principal
4.	Fr. William Falcao	Administrator
5.	Fr. Edward D'souza	Pre – Primary Curriculum and Programme Director / Member of the Management
6.	Mrs. Dorothy Fernandes	Coordinating Supervisor
7.	Mrs. Supriya Rodrigues	Middle School Supervisor / HOD – Psychological Department
8.	Mrs. Shanti	Member - Parent
9.		Teacher in order of seniority by annual rotation
10.	Nataline	Office staff in order of seniority by annual rotation
11.		A member nominated by the person against whom the grievance is made from amongst the members of the Management or from amongst the employees of any private government recognized school.

*** Incase the Grievance is about any of the members of the Grievance committee stated above, that member will not be part of the Grievance committee for that particular case.**

The composition of the Grievance Redressal Committee for **College Section**
2025 – 2026 is as follow:

Sr. No	Name	Designation
1.	Fr. Dominic Martis	Chairman
2.	Fr. Anthony Fonseca	Principal – Ex – officio Secretary
3.	Fr. Joaquim Fernandes	Vice Principal
4.	Fr. William Falcao	Administrator
5.	Fr. Edward D'souza	Pre – Primary Curriculum and Programme Director / Member of the Management
6.	Mrs. Dorothy Fernandes	Coordinating Supervisor
7.	Mrs. Shubhangi / Mrs. Charmaine	College Coordinating Teachers
8.	Mrs. Sandra Salins	Member - Parent
9.		Teacher in order of seniority by annual rotation
10.	Nataline	Office staff in order of seniority by annual rotation
11.		A member nominated by the person against whom the grievance is made from amongst the members of the Management or from amongst the employees of any private government recognized school.

*** In case the Grievance is about any of the members of the Grievance committee stated above, that member will not be part of the Grievance committee for that particular case.**

E) FUNCTIONS OF THE GRIEVANCE REDRESSAL COMMITTEE (GRC):

1. To accept written grievances from students and teachers.
2. To create and implement a mechanism to handle the reported grievances.
3. To forward the findings to the Management if necessary for further action.
4. To listen, record and scrutinize the grievances submitted to them by the students and teachers, and take necessary steps immediately.
5. To attend to the grievances based on the authenticity and gravity of the criticisms made.
6. To represent the grievances to the concerned section which may include maintenance, transport, academic, amenities etc.
7. To convene periodical meetings to discuss whether the grievances have been settled.
8. To make a follow - up of these matters at regular intervals till their final disposal.
9. To maintain strict confidentiality, if necessary.

F) MECHANISM OF THE GRIEVANCE REDRESSAL COMMITTEE (GRC):

1. All Grievance should be in writing with necessary documentation, with proper documented facts.
2. Post receipt of the grievance, the Head of the Grievance committee will communicate the Grievances in writing, to the person against whom the allegation is directed, asking him / her to give an explanation to the Grievance Redressal Committee (GRC) within 15 days of the receipt of the communication.
3. The Grievance Redressal Committee (GRC) will take up the written Grievances of the aggrieved person and the written explanation of person against whom the allegation is made, and discuss the merits and demerits of both, and arrive at an appropriate decision within a stipulated time frame.
4. As Grievance is meant in the interest of children, information related to children will be kept confidential.
5. Grievance Redressal Committee (GRC) shall consider Grievances of specific nature of students and staff.
6. The Grievance Redressal Committee (GRC) may mediate between complainant and defendant against who the complaint has been made, if required.
7. The Grievance Redressal Committee (GRC) shall consider redressing of grievances within a reasonable time of minimum 30 days.
8. The Grievance Redressal Committee (GRC) will give report to the authority about the cases attended to and seek guidance from the school Management, if required.

How it Works (General Flow):

1. **Complaint Lodging:** Students / staff submit written grievances.
2. **Review:** The committee examines the complaint's validity and scope.
3. **Mediation / Investigation:** May mediate or investigate the issue.
4. **Recommendation:** Reports findings and suggests actions to higher authorities (Management).
5. **Resolution:** Steps are taken to resolve the grievance.

G) KEY PRINCIPLES:

1. **Confidentiality:** Complaints are treated carefully.
2. **Impartiality:** Ensuring fair and unbiased resolution.
3. **Timeliness:** Aiming to resolve issues within a reasonable time frame (minimum 30 days).
4. **Scope:** Addresses academic issues and non - academic issues.

H) APPELLATE BODY:

1. Rector / Manager
2. Vice Provincial
3. Provincial

I) ANONYMOUS COMPLAINTS SHALL ORDINARILY NOT BE ENTERTAINED.

J) PROTECTION AGAINST VICTIMIZATION :

No complainant or witness shall be subjected to retaliation, harassment, or unfair treatment for raising a grievance in good faith. Any such act shall be viewed seriously by the school authorities.

K) MALICIOUS OR FRIVOLOUS COMPLAINTS

If a complaint is found to be false, malicious or made with intent to defame, appropriate disciplinary action may be taken as per school rules.

L) CONCLUSION

The Grievance Redressal Committee (GRC) does not lend itself to quick solutions, so a resolution at a lower level is always more desirable. The Grievance Redressal Committee (GRC) has been developed to settle the grievances of the students and other stakeholders within a reasonable time period for further strengthening the bond of the students and teachers, with the institution by providing them with all kind of facilities to a satisfaction level for maintaining a convenient ambience of academic teaching and learning.