



GD GOENKA PUBLIC SCHOOL, HAPUR

(Under the aegis of GD Goenka Group, New Delhi)

COMPLAINT & GRIEVANCE REDRESSAL COMMITTEE REPORT ACADEMIC SESSION: 2025-26

To maintain a positive, supportive, and responsive school environment, GD Goenka Public School, Hapur has established a Complaint & Grievance Redressal Committee. The committee ensures that every concern raised by students, parents, or staff is addressed promptly, fairly, and sensitively.

Committee Members: The Grievance Redressal Committee comprises of the Principal, an Incharge, Primary Teacher, Admin., School Counsellor & Senior Faculty.

S. No	Name of Staff Members	Official Position	Designation
1.	Ms. Aarti Kumar	PRINCIPAL	Presiding Officer
2.	Ms. Isha Kapoor	Incharge	Member
3.	Ms. Bishakha Banerjee	Incharge	Member
4.	Ms. Archana Singh	Faculty	Member
5.	Ms. Nidhi Bhardwaj	Faculty	Member
6.	Ms. Lavi	Physical Education	Member
7.	Mr. Tarun	Admin.	Member
8.	Ms Swasthi Jain	Special Educator	Counsellor

Objectives:

- ❖ To address academic, behavioral, or interpersonal grievances.
- ❖ To provide a safe and confidential mechanism for redressal.
- ❖ To ensure the emotional and social well-being of every student.
- ❖ To maintain detailed records of complaints and their resolution.

Complaint Submission Channels:

- ❖ Grievance Boxes placed within school premises.
- ❖ Written complaints through class teachers or administrative channels.
- ❖ Email submissions (where applicable).
- ❖ Direct verbal reporting in case of urgent matters.

Follow-Up and Resolution:

- ❖ Each complaint is reviewed by the committee with a confidential and non-judgmental approach.
- ❖ Resolutions may involve counseling, mediation, or corrective steps.
- ❖ Action taken reports are maintained for transparency and record.

Regular Parent Communication:

- ❖ The committee ensures that time-to-time calling is done by class teachers and coordinators to keep parents informed and involved.
- ❖ Concerns and complaints are often resolved through regular telephonic follow-ups.
- ❖ PTMs (Parent-Teacher Meetings) are conducted at scheduled intervals to provide a platform for feedback, discussion, and collaborative resolution of student-related matters.