

Grievance/ Complaint Redressal Committee

A Grievance Redressal Committee is formed at Hyderabad Institute of Excellence High School Vikarabad to promote and maintain a conducive and unprejudiced educational environment. It is a measure to develop a responsive and accountable attitude in the Institute and ensure that there is no laxity in terms of fair-deal with the students and others. The committee looks into grievances of the students, parents and others under the chairpersonship of the Principal of the School. The main objectives of the Grievance Redressal Committee are as follows:

1. To ensure effective solution to student's grievances with an impartial and fair approach,
2. Redressal of student's grievances to solve their academic and administrative problems.
3. Grievance Redressal Committee convenes meetings periodically and takes steps to redress the grievances.
4. Complaints in writing from students, staff and parents may be dropped in 'Suggestion/Complaint Box' or submitted to any member of the committee or Heads of the institutions. Speedy actions will be taken for genuine grievances of the students.

Grievance Redressal Committee Members

S.no	Name of the Staff	Designation	Contact
1	Ms.M.Geetha	Chairperson	9791012261
2	Mr.Giri Prasad	Teacher Representative	7702264527
3	Ms.Samreen Begum	Teacher Representative	9347040058
4	Mr.Mustafa	Counsellor	8943393203
5	Mr.Kesava	Admin Executive	9390863945
6	Akshara	Student Representative	-
7	Abhinav	Student Representative	-



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Minutes of the Students Grievance Redressal Committee

09th July 2025

- A Students Grievance Redressal Committee was constituted to redress the grievances and complaints of the students and the following were discussed.

Objectives of Grievance Redressal Committee:

- To uphold the dignity of the school by ensuring strife free atmosphere through promotion of cordial Student-Student relationship and Student-teacher relationship etc
- To provide responsive, accountable and easily accessible machinery for settlement of grievances and to take measures in the school undertakings to ensure expeditious settlement of grievances of Students in order to maintain a harmonious educational atmosphere in the institute.
- It is to deal with the complex situations in a tactful manner to lessen the condition felt to be oppressive or dissatisfied.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Advising Students to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising all the Students to refrain from inciting Students against other Students, teachers and school administration.
- Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
- To make officials of the school responsive, accountable and courteous in dealing with the students.
- To ensure effective solution to the student's grievances with an impartial and fair approach.

Functions of Grievance Redressal Committee

- The function of the cell is to look into the complaints lodged by any student, and judge its merit. The Grievance cell is also empowered to look into matters of harassment.
- Anyone with a genuine grievance may approach the department members in person, or in consultation with the class in-charge.
- In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box of the Grievance Cell at Administrative Block. Grievances may also be sent through e-mail to the principal@hieschool.edu.in or officer in-charge of Students' Grievance Cell.
- The cases will be attended promptly on receipt of written grievances from the students. The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell



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- The cell formally will review all cases and will prepare statistical reports about the number of cases received. The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Composition of Grievance Redressal Committee

- The principal shall determine the composition and tenures of the Grievance Redressal Committee is for two years.
- The committee will constitute members from teaching section and non-teaching section.
- All grievances referred to the Grievance Redressal committee /Principal/ Director shall be entered in a register to be maintained for the purpose by the Secretary of Grievance Redressal Committee. The number of grievances, settled or pending will be reported to the Principal every month.

S.no	Name of the Staff	Designation	Sign
1	Ms.M.Geetha	Chairperson	M. Geetha 9.7.25
2	Mr.Giri Prasad	Teacher Representative	Giri Prasad 9/07/25
3	Ms.Samreen Begum	Teacher Representative	Samreen 09/07/25
4	Mr.Mustafa	Counsellor	Mustafa 09/07/25
5	Mr.Kesava	Admin Executive	K.V.K. Kesava 09/07/25
6	Akshara	Student Representative	Akshara 09/07/2025
7	Abhinav	Student Representative	Abhinav 09/07/25



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