

Ref.: ISB/CR/46/19

Date: 29/09/2019

**CIRCULAR- 46**  
**GRIEVANCE ADDRESSAL MECHANISM**

Dear Parent,

Greetings!

It has been observed that the social media and press are being used increasingly to post the messages that could potentially defame and harm the reputation of the school. The school has the following grievance mechanism in place which is endorsed by the AGM and also printed in the school diary Page 50.

1. The parents/ students can notify their grievances in writing to the class teacher or the head teacher.
2. If the issue requires further attention, notify the concerned Vice -Principal.
3. The Principal can be informed if the parent / student is not happy with the decision at the above levels.
4. The parents can also use the school email ID or website to register **any** of their grievances.
5. Under no circumstances the grievance should be aired on the social media or in the Press.

The school encourages the parents / any members to use the grievance mechanism to address their grievances in the best interest of the students and uphold the reputation of the school. The members are requested to refrain from using press and social media for the same.

Best regards,



V R Palaniswamy  
Principal

