

JINDAL VIDYA MANDIR

KALMESHWAR

CBSE Affiliation No. 1130743

REDRESSAL

An effective communication system for all our patrons at Jindal Vidya Mandir is essential to ensure that queries and concerns are handled by the right people at the right time. This will facilitate the development of effective solution. Kindly refer to the following for timely follow up-

	Issues	Whom to contact	How
1.	Concern about student's progress, home work & circulars	Class Teacher and Subject Teacher	Note in diary/ visit seeking appointment/ follow visiting days & timings as provided in almanac
2	Absenteeism	Class Teacher	Note in diary for a day. Written application to the Principal for more than 3 days for medical reasons/ other reasons. Medical certificate to be attached.

3	Concern about academic issues	Subject teacher / Academic coordinator / Principal	Send a note in almanac / written application to seek prior appointment. The concerned person shall revert confirming the appointment.
4	General Information	Admin	Telephone call/Email/Letter with proper details
5	Redressal	Principal	Note in diary to seek appointment / written application stating reason

- ❖ If issues are not resolved at the first level, only then the matter will move up for the redressal.
- ❖ The query / problem may need 2-4 days for seeking suitable depending upon the nature of problem.