

Redressal of Grievances

Complaint or Grievance is any discontent or dissatisfaction, whether valid or not arising out of anything connected with BPS, which a stakeholder thinks, believes or even feel is unfair, unjust or inequitable. The School Management is committed to provide a safe, harmonious and a productive work environment where complaints are dealt sensitively and promptly.

OBJECTIVES

1. To provide a formalized process to express and seek redressal of interested parties' grievance arising out of school functional processes.
2. To provide a sense of security to BPS staff against display of overbearing attitude if any, by superiors, peers and subordinates.
3. To encourage parent and staff satisfaction and prevent work interruptions and thereby improving school productivity.
4. To enable interested parties to raise real issues/ problems so that the management of BPS can learn about them and provide solution for them

PROCEDURE

The complainant shall be submitted to the undermentioned with the details of the grievance as the case may be:

- a. Students of BPS – Class Teacher/ Housemaster
- b. Parents of BPS students – Class Teacher/ Housemaster/Headmaster/ Principal
- c. Teachers of BPS – Section Coordinator or HOD/ Headmaster/ Principal
- d. Vendor/Supplier of BPS – Bursar
- e. Neighborhood/Campus residents – Bursar

The contact details of all officials are available on school website.