

GRIEVANCE CELL

RECORD 2026-2027

GRIEVANCE CELL RECORD - 2026-2027

EMIN INTERNATIONAL ACADEMY KUNIYA

The Grievance Cell is established on June 2026 to provide a proper mechanism for receiving, recording and addressing grievances raised by students, parents and staff members.

The cell aims to ensure that genuine concerns related to academics, transport, infrastructure, classroom facilities, school facilities, staff duties and other school-related matters are addressed fairly and within a reasonable time.

All grievances received will be reviewed appropriately, necessary action will be taken and follow-up will be conducted wherever required. Confidentiality and fairness will be maintained while handling grievances.

Grievance Cell

2026-2027

CONSTITUTION OF THE GRIEVANCE CELL

1. ~~Mrs.~~ Principal -
2. ~~10~~ Vice-Principal -
3. Teachers - Rajesh Kumar (in-charge)
4. PTA Member -
5. Student Counsellor - ~~afda~~
6. Administrative Staff

JUNE 2026

S.No	Date	Complaint	Class / Dept.	Nature of Grievance	Brief Details	Action Taken	Status
1.	07.06.2026	Student	VIII.	School Uniform	Concern regarding delay in receiving school uniform.	Matter reported to administration and necessary action taken	Resolved
2.	12.06.2026	Student	V	Books	Required textbook was not available	Informed to book section & books were arranged	Resolved
3.	18.06.2026	Teacher	VIII.	Classroom AC	Classroom AC was not available functioning properly	Maintenance team informed	Resolved
4.	24.06.2026	Parent	VI	Transport	School vehicle was not reaching the designated boarding point	Transport In-charge informed and necessary instructions given	Resolved
5.	29.06.2026	Staff	-	Wifi	Wifi facility was not available in the classroom	Technical team informed	Under Review

Overall Status: Most grievances received during the month were addressed and resolved. The remaining concern has been forwarded to the concerned department for necessary action.

Reviewed by : Rajesh Kumar VK.

Date : 29-06-2026

Signature : M. V. K.

JULY 2026

S/no	Date	Complaint	Class / Dept	Nature of Grievance
1.	02.07.2026	Parent	V	Vehicle A/C
2.	16.07.2026	Teacher	VI	Classroom TV
3.	22.07.2026	Parent	II	School Uniform
4.	24.07.2026	Staff	VII	Classroom Infra-structure
5.	29.07.2026	Staff		Concern regarding timetable arrangement and consecutive periods

Overall status: The grievances were reviewed and necessary action was taken. One infrastructure-related concern remains under review.

Brief Details	Action Taken	Status
AC in the school vehicle was not functioning	Vehicle maintenance arranged	Resolved
Classroom TV was not functioning properly	Technical team informed and issue attended	Resolved.
Concern regarding the size of uniform provided	Matter forwarded to administration for replacement	Follow-up Required
A portion of the classroom wall was damaged	Matter reported to administration for repair	Under Review.
Time table reviewed and necessary adjustment made to avoid consecutive periods.	Time table reviewed and necessary adjustment made.	Resolved.

Reviewed by: Rajesh Kumar VK

Date: 29-07-2026

Signature: M. H. M.

AUGUST 2026

Sl.No	Date	Complaint	Class/Dept.	Nature of Grievance
1	05.08.2026	Student	VI	Classroom A/c
2	11.08.2026	Teacher	VII	Wi-Fi
3	23.08.2026	Staff		Floor Duty
4	28.08.2026	Parent	I	Vehicle A/c

Overall Status: The grievances were addressed appropriately.

Reviewed by: Rajesh Kumar VK

Date: 28-08-2026

Signature: M. M. M.

SEPTEMBER 2026

Brief Details	Action Taken	Status
A/c was not cooling properly	Maintenance team informed and issue attended	Resolved
No Wi-Fi connection during academic activities	IT team informed and connection checked	Resolved
Concern regarding distribution of floor duty among staff	Duty schedule reviewed and responsibilities clarified	Resolved
Vehicle A/c was not working properly	Transport In-charge informed and maintenance arranged	Resolved

Sl. No.	Date	Complaints	Class / Dept.	Nature of Grievance
1.	02.09.2026	Student	V	Classroom T-V
2.	07.09.2026	Parent	VII	Transport
3.	10.09.2026	Staff	-	Workplace Concern regarding duty allocation
4.	15.09.2026	Student	IV	Academic
5.	22.09.2026	Student	II & III	Books
6.	28.09.2026	Teacher	X	classroom A/c

Overall Status: All the grievances received during the month were addressed and resolved.

Brief Details	Action Taken	Status
Classroom TV was not functioning properly	Technical team informed and issue rectified	Resolved
Concern regarding bus timing.	Matter discussed with Transport In-charge & necessary instructions given	Resolved.
Matter reviewed and necessary clarification given	The matter was reviewed and necessary clarification given regarding allocation duty	Resolved.
Difficulty regarding subject related issue	Discussed with concerned teachers and guidance provided	Resolved.
Required subject book was not received	Books section contacted and books arranged	Resolved.
A/c was not cooling properly	Maintenance team informed and attended	Resolved.

Reviewed by: Rajesh Kumar VK

Date: 28-09-2026

Signature: Mullam