

Grievance Redressal Process

Last updated on March 30, 2026

This process supports parent and student concerns related to academics, safety, behaviour, transport, and communication.

How to Raise a Grievance

1. Submit concern through phone, email, or in-person at the school office
2. Provide student name, class, issue summary, and preferred callback contact
3. Receive acknowledgement from school office

Resolution Timeline

- Acknowledgement: within 2 working days
- Initial review update: within 5 working days
- Final closure communication: after internal review with relevant staff

Escalation

- Level 1: Class teacher / section coordinator
- Level 2: Principal office
- Level 3: School management office

Document Download

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Contact

General Enquiry and Grievance Desk: +91 96295 14874

Email: safirematriculationschool@gmail.com

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