



A.B. INTERNATIONAL SCHOOL

DEHULI (NEAR USRAINA VILLAGE)

NH-2, FATEHPUR (U.P.)

Mob. - 8171012725, 9415366321

A B International School

[Vill. Dehuli NH-2 Fatehpur UP]

Email: [info@abisgroupofinstitutions.org] | Phone: [+91-9415366321, +91-8171012725]

Date: [05 May 2025]

Appointment of Complaint Redressal Officer

In view of ensuring a safe, responsive, and transparent environment for all stakeholders of [A B International School], and in compliance with the guidelines issued by the Education Department and relevant statutory bodies, the school has appointed a **Complaint Redressal Officer (CRO)** to address and resolve complaints or grievances received from students, parents, staff, or any other stakeholders.

Details of the Appointed Complaint Redressal Officer

- **Name:** [Amit Mathur]
- **Designation:** [Teacher]
- **Contact Number:** [+91-8171012725]
- **Email ID:** [amit.mathur@abisgroupofinstitutions.org]
- **Office Hours:** [08:00 AM to 1:00 PM on Working Days]

Scope of Responsibilities

The Complaint Redressal Officer shall be responsible for:

1. Receiving and acknowledging complaints/grievances from any stakeholder.
2. Maintaining a complaint register or digital log for recordkeeping.
3. Investigating the matter with due diligence and confidentiality.
4. Coordinating with relevant authorities or committees for appropriate action.
5. Providing a resolution or feedback within a reasonable time frame.
6. Reporting serious issues to the Principal/Management immediately.

All stakeholders are encouraged to approach the CRO with genuine concerns or complaints in a respectful and constructive manner. Anonymous complaints may be considered at the school's discretion based on the nature and seriousness of the matter.

This appointment is effective from **[05 May 2025]** and shall remain valid until further notice.

Issued By:

[Principal's Name]

Principal

[School Name]

(Seal & Signature