SATYA/ACAD/CIR/2024-25/149 **February 24, 2025**

Dear Parent,

Namaste!

At Satya School, we believe in maintaining open communication and a transparent system to address your concerns, suggestions, and feedback. To facilitate this, we have introduced a **Grievance Redressal System** through the **Parent App** on our school's ERP platform – Shri Connect.

You may register your **suggestions, feedback, or complaints** directly with the concerned authority in the school by following the steps appended below.

Your inputs are valuable, and we assure you that redressal of grievances will be done in a timely manner. We encourage you to use this platform to contribute to the overall improvement of the school environment & be the best.

For any assistance regarding the **Parent App**, please feel free to contact Mr. Vijay from IT Dept. at 9872257907.

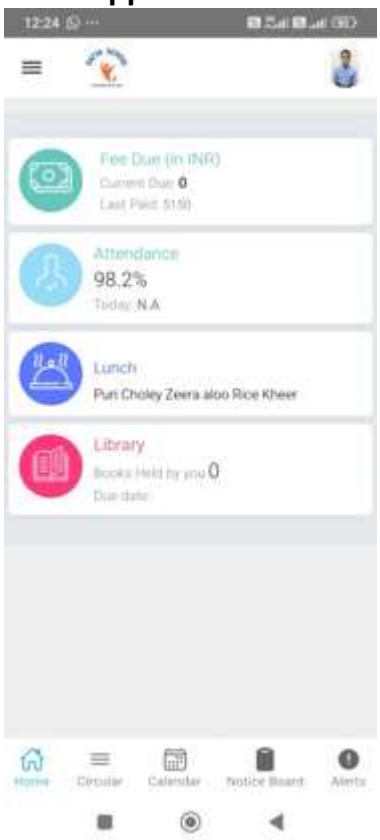
We look forward to your cooperation.

Warm regards,

Manisha Malhotra
Director Principal

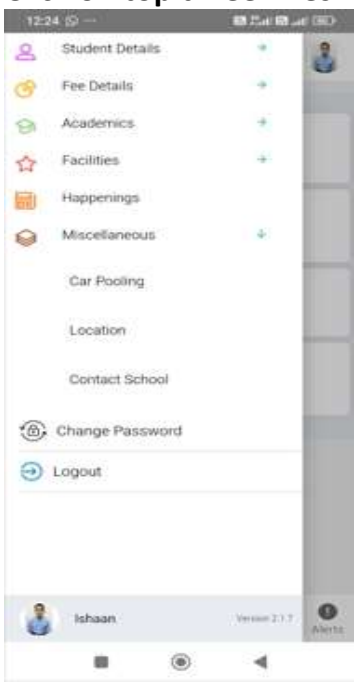
Step 1

Go to app home screen



Step 2

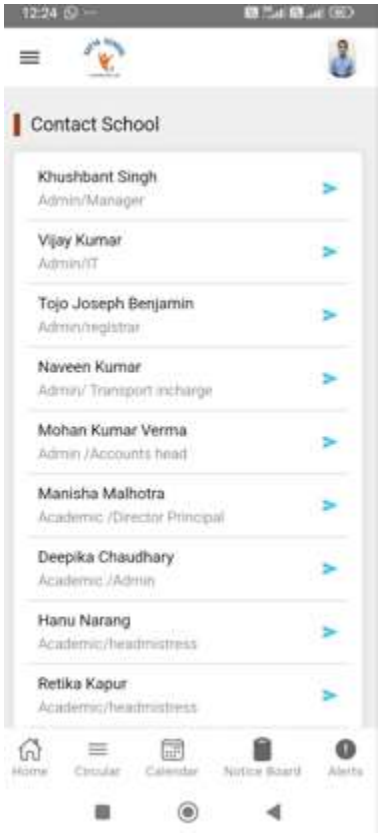
Click on top three lines- Click Miscellaneous from the dropdown menu



E-Block South City-II, Sector -49, Gurgaon-122018, Haryana (India)
Tel: 95607 93697, 83760 30644, Landline: 8448993772/73/74
E-mail ID: info@satyaschool.com Website: www.satyaschool.com

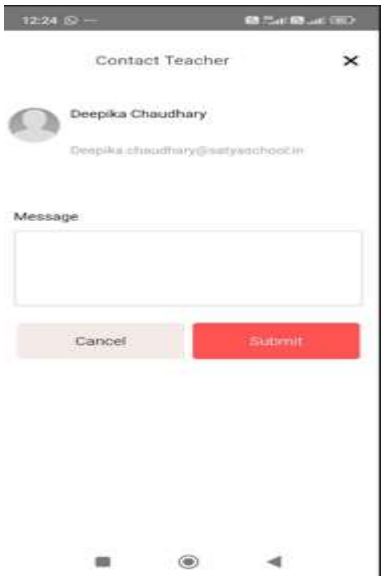
Step 3

Click on Contact School tab



Step 4

Choose the concerned Person from the list and write your message



Step 5

Click on Submit

***you can also track the status of the message through your Parent app.**