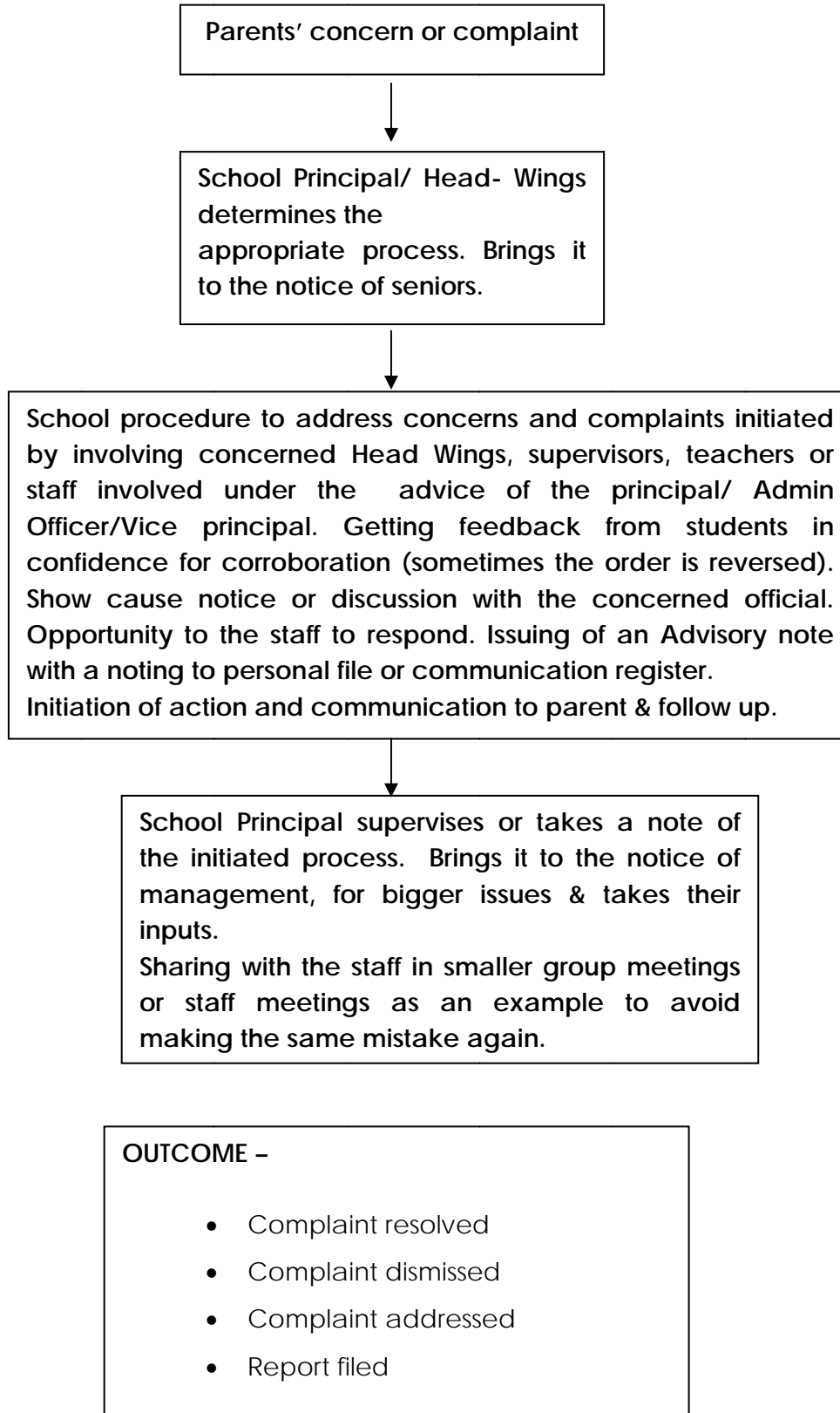




Process of addressing a complaint





Policy Document of Complaint

A complaint is to taken as a step towards continual improvement & healthy criticism should always be welcome.

Parents' concerns and complaints most commonly relate to

- the management of an incident between students at a school.
- the educational or other progress of their child.
- the development and implementation of school and general education policy.

'Parent' in the policy has the same meaning as in 'parent' , in relation to a child, included a guardian and every person who has parental responsibility for the child.

For the purposes of the policy:

- A 'concern' is an issue of interest (because of its importance and effect) which is raised informally in order to improve or change a situation.
- A 'complaint' is an expression of grievance or resentment where the complaint is seeking redressal or justice.
- All complaints related to academics, discipline and activities to be raised at the level of Principal/Head- Wings.
- Transport and Accounts related to be addressed to the Admin Officer.

The school expects that all parties will, when addressing concerns and complaints:

- maintain the confidentiality of all parties , in line with Departmental policies and legislative requirements.
- Acknowledge that their common goal is to achieve an outcome acceptable to all parties
- Act in good faith and in a calm and courteous manner.

- Show respect and understanding of each other's point of view and value difference, rather than judge and blame.
- Recognize that all parties have rights and responsibilities which must be balanced.
- The complaint or grievance must be acknowledged and action taken to be communicated within two days to maximum a week.
- A complaint received by anyone should be notified/ escalated to the next level.
- A complaint is to be taken in the right spirit.
- Anonymous complaints are not be responded to. The school shall still examine the issued raised and initiate improvement in work culture & climate.

Principal will ensure that parents are aware of their right to advocacy when communicating the issued involved in their complaint and in negotiating an outcome.

Complaint resolved

A complaint is considered to be resolved when the complaint and the school agree on an appropriate response or remedy.

Possible responses and remedies include:

- An explanation
- An acknowledgment of each other's perspective and agreement on ways to manage differences
- An apology or expression of regret
- An admission of fault
- A change of decision
- A change of policy, procedure or practice
- Agreement on what unacceptable behavior will change
- Action initiated and communicated for matters related to accounts.
- The provision of counselling or other support.

Remedies would be implemented as soon as possible.

Complaint dismissed

A complaint can only be dismissed:

- After it has been investigated
- If an investigation has determined that the complaint cannot be substantiated.

Complaint unresolved

A complaint is considered to be unresolved if the complaint does not agree on a course of action and / or a remedy, or if the remedy cannot be implemented.

Portals for complaining:

- info@svis.org.in
- Principal@svis.org.in
- admin@svis.org.in
- Skoolpal mails to any member of teaching & admin staff. (Principal, VP, incharges , AO with Admin powers to check the unreplied / replied mails to school and for ensuring redressal and action)
- Dropbox at guard's office
- Dropbox outside Principal's room
- Formal complaint Form/Letters
- Link Book exchange



Venkateshwar International School

Sector-18, Dwarka, New Delhi-78

Date:

Received in school By.....

School Complaint Form

Marked to Teacher..... /Head – SVIS Kids/Pri Coordinator/

Middle Wing Head/Coordinator/VP/Principal/AO/Chairman

- **Note:** All complaints related to academics, discipline and activities to be raised at the level of Principal/Head- Wings. Transport and Accounts related to be addressed to the Admin Officer.

Please complete and return to the Admin/Front Office Executive, who will forward to the concerned official. Take a receipt, if needed.

Your name :

Address :

Telephone No. :

If applicable, name of child(ren) at school:

Please give details of your complaint:

What action, if any, have you already taken to try and resolve your complaint?

(Whom did you speak to and what was the response/s?)

.....

ACKNOWLEDGEMENT OF THE COMPLAINT

Received fromregarding.....

(optional to fill) on..... (Date) at.....(time).

Signature of the Admin/Front Office Executive/School Official of

Sri Venkateshwar International School with the School Stamp