

THE INDIAN PUBLIC SCHOOL

PARENT OR LEGAL GUARDIAN AND STUDENT COMPLAINTS PROCEDURES

INTRODUCTION

The Indian Public School, Coimbatore is committed to creating a positive teaching learning environment. The school seeks to provide helpful communication during the process of resolving concerns, complaints or disputes within the school community. It is recognised, however, that there may be occasions where a student/parent may wish to raise a concern, problem or complaint. The concerns will be dealt with utmost seriousness by the school management. Appropriate actions will be taken to resolve the concerns immediately.

PURPOSE OF THE POLICY

The purpose of this policy is to enable a grievance to be resolved fairly, consistently, quickly and as near to its point of origin as possible. This policy aims to:

- Encourage open communication between the school management, teachers, students and parents to aid the resolution of grievance matters.
- Ensure that the concerns are resolved quickly and equitably.
- Ensuring a strife-free atmosphere in the school through promoting a cordial student-student relationship and student-teacher relationship etc.
- Ensure that a fair, reasonable, and consistent procedure is adopted for all grievances.
- Establish an overall harmonious working environment in the school where individuals are treated with fairness, dignity and respect.

What is a complaint?

A complaint is an expression of dissatisfaction or disquiet which may be about an event that has happened, failed to happen or the way in which something was handled.

The vast majority of concerns can be resolved informally. It is in everyone's best interests that complaints are resolved at the earliest possible stage. This can usually

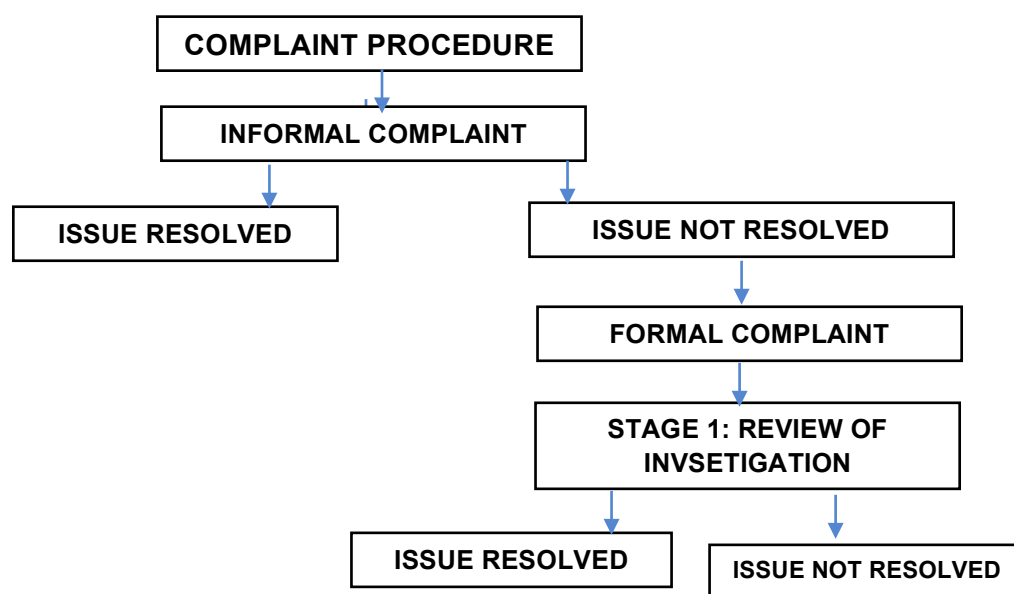
be achieved through discussion and good communication. However, if you are not satisfied with the outcome, a formal procedure (as outlined in this policy) would then need to be followed when attempts to resolve the issue are unsuccessful. The procedure described does not include complaints covered by a separate statutory procedure, for example: complaints of mapping of present Curriculum to national Curriculum; school admission policy; statutory assessments, School re-organisation procedures; complaints about services provided by other providers who may use school premises or facilities.

TYPES OF COMPLAINTS:

- Complaints and appeals against IB Programmes decision
- Complaint from Parent & Legal guardian on Implementation of IB Programmes
- Complaint on assessment procedures for reporting student progress.
- Complaint from student on teasing , bullying & child safety
- Complaint from student on misbehaviour of teacher or other supporting staff
- Complaints on general day- to- day operations of the school

GENERAL PROCEDURE FOR COMMUNICATING COMPLAINTS/GRIEVANCES

It is in the best interests of everyone to ensure that grievances are dealt with quickly, equitably and resolved informally wherever possible. The Indian Public School, Coimbatore has brought out a general procedure for communication which allows the parents/guardians to raise concerns and have them dealt with a mutually agreed resolution.



COMPLAINT PROCEDURES FLOWCHART

Informal Complaint procedure: Parent, Guardian & Students

On occasions, a parent may raise a concern directly with school staff without any formality. At this stage, it may be unclear whether the parent is making a complaint, seeking information or has misunderstood a situation. In any effect, the school aims to resolve the concern at this point in a speedy and effective way. However, if the concern is not resolved immediately and a complaint is confirmed by the parent, the opportunity to discuss the matter with an appropriate member of staff will be given e.g. Coordinator via phone, face to face meeting or mail.

The member of staff will discuss the issue with the parent and those involved in school, with the aim of resolving the complaint as soon as possible. The parent will be informed of the outcome of the investigation and what action, if any, the school proposes to take.

If the informal process has been exhausted and no satisfactory solution has been found, the parent will be asked by the member of staff dealing with the complaint whether (s)he wishes the complaint to be considered formally at stage one of this procedure. If wishing to proceed with the complaint, the parent will be invited to put the complaint in writing through E-mail to the HOS.

Formal Complaint Procedure – Parent, Guardian & Students

Stage-1: Referral to further investigation

- ❖ The school employs the usage of an integrated campus management system (**ICMS**) which is a customised platform for the parents/ legal guardians to communicate with the teachers and to raise concerns formally to the School.
- ❖ Any concerns regarding the child safety & day-to- day concerns can be communicated to the Coordinator by the school diary.

Student Complaint

- ❖ Students being the main stakeholders of our institution may feel free to put up a grievance in writing/or in the “**Concern/Complaint Box**”.

- ❖ Students can directly inform their respective **Coordinator** about any issues affecting their mental and physical health.
- ❖ Students can contact the respective **Class Mentor** allotted to them to convey any grievance.
- ❖ Pertaining to the grievances and decisions in the IBDP, it is routed through the DPC via mail or face to face.

The complaint addressed by the Coordinator at the ***Informal Stage***, will now be heard by the Head of School (HOS). The HOS will acknowledge the written complaint within two school days of receipt and provide an opportunity to meet the parent to discuss the complaint. The HOS will investigate the complaint and a written response will normally be made within five school days of receipt of the complaint. If this is not possible, a letter/E-mail will be sent explaining the reason for the delay and providing a revised target date. The written response will include full reasons for the conclusions reached by the HOS and what action, if any, the school proposes to take to resolve the matter. If the parent still remains dissatisfied, (s) he will be advised that, in order to progress the complaint further at Stage 2, (s) he must notify the HOS in writing within five school days.

Stage-2: Review by a Complaint Panel

Composition of Panel: Five Panel Members

- Program Coordinator(PYP/MS/HS/DP)
- School Counsellor
- Head of School ,HOS (Chairperson)
- Chief Academic Officer, CAO
- Chief Operating Officer, COO

Procedure:

Complaints will only rarely reach this level. However, when the need arises, a Complaints Panel will consider complaints at this stage.

1) A written acknowledgement /E-mail of the complaint and the request for it to be heard at **Stage 2** of the Procedure will be sent to the parent by the HOS within two

school days. The letter will inform the parent that the complaint will be heard by a Complaints Panel within five school days of receiving the complaint. It will also inform the parent of the right to submit any further documents other than the complaint form and that these must be made available to the HOS within three school days of receipt of the acknowledgement letter or E-mail.

2) The complainant does not have the right to call witnesses to the meeting, although the parent may be accompanied by a companion of her/his choice. The HOS will then convene a Complaints Panel meeting, having consulted with all parties on convenient times. The date, time and venue for the meeting will then be confirmed at least five school days in advance. The names of all parties to attend the meeting and all relevant documents to be referred to at the meeting will also be provided by the Chair of the Complaints Panel to: the parent; HOS and each panel member. A written decision will be sent to the parent and the HOS by the Chair of the Complaints Panel within three school days of the hearing.

The written concern or E-mail will explain that the decision of the Complaints Panel is final and that there is no subsequent appeal process.

Order of Meeting

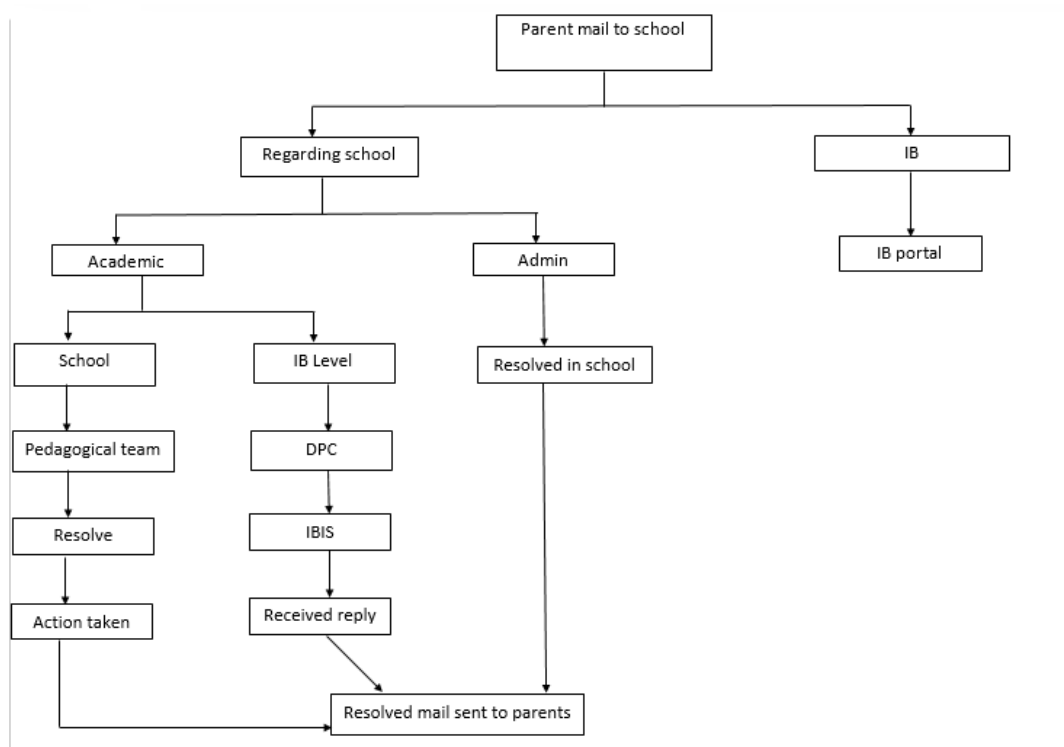
- The Chair welcomes the parent and his/her companion.
- The Chair explains the purpose of the meeting, the procedure, and that all written evidence has been made available to all parties.
- The parent or guardian explains the complaint.
- The panel may question the parent.
- The Chair explains the purpose of the meeting, the procedure, and that all written evidence has been made available to all parties.
- The Chair presents a response to the complaint, including action taken to address the complaint at earlier stages of the procedure.
- The Panel considers the complaint and reaches a majority decision. The panel also decides what action (if any) to take to resolve the complaint and, if appropriate, recommends changes to ensure similar complaints are not made in future.

- When a decision has been made, the Chair recalls the parent, and is informed of the outcome and any action to be taken.
- The decision of the Complaints Panel constitutes a judgement and there is no subsequent appeal procedure.

Post Panel Meeting

- All outcomes are confirmed in writing to both parties within three days.
- Written records of all conversations and meetings with parents to resolve formal complaints will be kept, including any actions taken as a result of the complaint.
- Any correspondence, statements and records relating to individual complaints are to be kept in the office of the TIPS and shall remain confidential, except in cases where local legal requirements permit access.

Pertaining to the grievances and decisions in the IBDP



THE POLICY AS A WORKING DOCUMENT

The TIPS Complaint Policy is to be considered a working document that is reviewed and revised at least every five years in conjunction with the school's IB self-study review cycle, or more frequently if changes in the school's student population, state or federal laws, or IB course offerings and/or sequencing dictate review and revision.

COMMUNICATING THE POLICY TO ALL STAKEHOLDERS

The TIPS Complaint Policy is available to all current and prospective students and families as part of the comprehensive TIPS essential document; this document serves as the "Handbook" for potential and current students. These policies are also communicated to students and parents through admission team, Class teachers, counselors, and the Coordinator at the start of each academic year as a part of formal orientation.

References:

- A Handbook for procedures for Diploma Program: IB Publication The Indian Public School,
- The Indian Public School, Chennai : Application Kit
- TIPS Child Right & Protection Policy
- TIPS Policy Governing Health & Safety