



**COMPLAINTS POLICY**

**PARENTS COMPLAINTS POLICY**

**MISSION STATEMENT IB:**

The International Baccalaureate aims to develop inquiring, knowledgeable and caring young people who help to create a better and more peaceful world through intercultural understanding and respect. To this end, the organization works with schools, governments, and global organizations to offer challenging world-class educational programmes and rigorous assessment. These programmes encourage students across the world to become active, compassionate and lifelong learners who understand that other people, with their differences, can also be right.

**VISION AND MISSION STATEMENT OF GIS**

**VISION**

Creating responsible global citizens who realize their maximum intellectual and human potential.

**MISSION**

GIS provides a whole education program that balances academic excellence with character building. We foster knowledgeable, unbiased, caring inquirers with an

inclusive perspective by inspiring them to become lifelong learners, peace ambassadors and tomorrow's leaders in the local as well as the global context.

### **What do we mean by Complaint?**

A **complaint** is a statement in which you express your dissatisfaction with a particular situation.

### **How we deal with Complaint?**

We encourage parents to bring any concern to our attention as early as possible so that we have the opportunity to rectify a problem or explain the school's position before a concern becomes more serious. A complaint will be treated as an expression of genuine dissatisfaction, to which we will respond. All staff are expected to listen to what parents and stakeholders are saying and to work in partnership to resolve any problems or concerns. We believe that a student's development will be much enhanced by the absolute support of parents and appropriate accessibility to its leadership Team.

Many worries or concerns can usually be managed without the need for formal procedures, providing that the concern is taken seriously and addressed at an early stage. In many cases, the class teacher will receive the first approach and the issue is resolved immediately. However, formal procedures will need to be invoked when initial attempts to resolve the issue remain unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further.

Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved. It is inevitable in any institution that there are occasions when parents or other stakeholders are dissatisfied with the service provided.

This Policy advises all persons on how to direct a complaint and the potential escalation procedures around this.

We will to ensure that:

- Parents who wish to make a complaint know how to do so
- We respond to complaints within a reasonable time and in a courteous and efficient way
- Parents realise that we will listen and take all complaints seriously
- We take appropriate action where necessary

### **How should I complain?**

Parents are requested to approach the PRO and fill and send in the Complaint Form either in person / via email.

### **What will happen next?**

- If the parent has made a complaint or suggestion in writing, they will receive a response within two working days, acknowledging their letter and explaining how they/the school propose to proceed.
- Depending on the nature of the issue, the complaint will be forwarded accordingly.
  - \*Concerns on Academics will be forwarded to Coordinator first. If the issue remains unresolved in 48 hours, the concern will be escalated to the Principal.
  - \* Any other concerns will be forwarded directly to the Principal.
- The parents may be called in for a meeting depending on the concern.
- We will resolve the issue within the stipulated time and a letter or report will be sent to the parent as quickly as possible, informing them of the outcome of their complaint and will explain any action taken or proposed.
- Where a complaint is considered more complex and requires additional time for investigation, the lead investigator should inform the complainant with a realistic timeline.

### **Confidentiality**

Parental complaints or concerns will be treated in a confidential manner and with respect. Knowledge of the complaint or concern will be limited to the Head of School and those directly involved. It is the school's policy that complaints made by parents will not rebound adversely on their children in any way.

### **Anonymous Complaints**

**Anonymous complaints will not be pursued**

### **Feedback**

It is extremely important that our parents and students are comfortable with our school procedure and our way of handling issues. We are open to both positive and negative feedback as, it will help us grow in the right direction. Parents may voice their concerns/ feedback to the respective coordinator at any given time.

**Note:** The contact number of the **PRINCIPAL/COORDINATOR/PRO** will be given for all in case of any emergency.



# GATEWAY INTERNATIONAL SCHOOL



## PARENT COMPLAINT FORM

PARENT'S NAME: \_\_\_\_\_

STUDENT'S NAME: \_\_\_\_\_

GRADE: \_\_\_\_\_

DATE: \_\_\_\_\_

CONCERN	
ACTION TAKEN FOR IT	
<i>Official use</i> SUGGESTION /OUTCOME BY SCHOOL AUTHORITY	

Coordinator

Signature

Principal

Signature

## **STUDENT'S COMPLAINTS POLICY**

This Policy advises the students on how to direct a complaint and the potential escalation procedures around this.

We will to ensure that:

- Students who wish to make a complaint know how to do so
- We respond to complaints within a reasonable time and in a courteous and efficient way
- Students should realize that we will listen and take all complaints seriously
- We take appropriate action where necessary

### **How should I complain?**

Students are requested to follow the below procedure to raise a formal complaint.

- Approach the respective HRT's with the issue that is of concern.
- In the case when the issue remains unresolved in 48 hours, the parents are requested to raise a formal complaint to the respective programme coordinator using the "**Students Complaint Form**".
- Most instances, the issue will be resolved by the coordinator, however in rare cases if the problem remains unresolved, the students are requested to contact the Principal in person.

### **What will happen next?**

- If the student has made a complaint or suggestion in writing, they will receive a response within two working days, acknowledging their letter and explaining how the school propose to proceed.
- Depending on the nature of the issue, the complaint will be forwarded accordingly.  
\*Concerns on Academics will be forwarded to Coordinator first. If the issue remains unresolved in 48 hours, the concern will be escalated to the Principal.  
\* Any other concerns will be forwarded directly to the Principal.
- The parents may be called in for a meeting depending on the concern.

- We will resolve the issue within the stipulated time and the Complaint received from the student will be officially closed and filed for our records.
- Where a complaint is considered more complex and requires additional time for investigation, the lead investigator should inform the complainant with a realistic timeline.

## **Confidentiality**

Student's complaints or concerns will be treated in a confidential manner and with respect. Knowledge of the complaint or concern will be limited to the Head of School and those directly involved. It is the school's policy that complaints made by parents will not rebound adversely on their children in any way.

## **Anonymous Complaints**

**Anonymous complaints will not be pursued**

## **Feedback**

It is extremely important that our parents and students are comfortable with our school procedure and our way of handling issues. We are open to both positive and negative feedback as, it will help us grow in the right direction. Parents may voice their concerns/ feedback to the respective coordinator at any given time.

**Note:** The contact number of the **PRINCIPAL/COORDINATOR/PRO** will be given for all in case of any emergency.



# GATEWAY INTERNATIONAL SCHOOL



## STUDENT COMPLAINT FORM

STUDENT'S NAME: \_\_\_\_\_

GRADE: \_\_\_\_\_

DATE: \_\_\_\_\_

CONCERN	
ACTION TAKEN FOR IT	
<i>Official use</i> SUGGESTION /OUTCOME BY SCHOOL AUTHORITY	

Class Teacher Name

Teacher / Coordinator

Principal

Signature

Signature

Signature