



Smt. Sulochanadevi Singhania IB World  
School (DP) Thane

# Complaint Handling Policy for IBDP

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## **Complaints Procedures for Parents:**

At Smt Sulochanadevi Singhania IB World School (DP) we welcome suggestions and comments from parents and take any complaints and concerns that they may raise very seriously. We encourage parents to bring these 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.

All faculty endeavour to listen to what parents and stakeholders are saying and to work in partnership to resolve any problems or concerns. The school recognises that a student's education will be enhanced by the wholehearted support of parents and appropriate accessibility to its faculty and senior leadership team.

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.

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

### **Principles of the procedure:**

In line with the IB Complaint handling procedure and to ensure the complaints process is effective, the following principles are applied throughout the complaints process-

*Fairness* – we aim to have a fair complaints procedure that ensures everyone is treated equally.

*Courtesy* – all communication in relation to this procedure should be based on mutual respect, trust and courtesy.

*Accessibility* – we aim to have a complaints procedure that is easy to understand, easy to access and well publicized.

*Timeliness* – we aim to ensure that all complaints are dealt with in a timely manner.

*Effectiveness* – the complaints procedure is monitored and reviewed to ensure it continues to be effective.

*Attentiveness* – you will be given every opportunity to put forward your complaint, and you can be assured that we are listening. We will update you on the process and status of your complaint as appropriate.

### **Scope of the Complaint Handling Policy:**

The school complaint handling policy covers complaints with respect to:

- Students learning and teaching
- Students behaviour, emotional wellbeing
- School facilities
- Faculty member

The school complaint handling policy does not cover any complaints with respect to:

- Admission Policy
- Any disciplinary action taken under the school Academic Honesty Policy
- Any complaint which goes against any religion, community or ethnicity.
- Fees charged by the school

### **Procedure for making complaints:**

Parents who have a concerns or complaint regarding the student's learning and teaching, should normally raise these in the first instance with the concerned faculty member by email. If the parent is not satisfied with the response of the faculty member or feel that the matter is sufficiently sensitive or serious, they should contact the Diploma Programme Coordinator by email or through appointment. The DPC will discuss the problem with the parent and the student and the concerned faculty member. An attempt to resolve the complaint will be made keeping the interests of all stakeholders.

For matters concerning emotional wellbeing of the student, the parent should contact the Diploma Programme Coordinator who will discuss the case with the student counsellor and suitable action will be initiated.

For complaints against faculty members, the matter needs to be addressed to the Diploma Programme Coordinator who will look into the matter and resolve it by discussing it with all stakeholders.

In case, Parents may feel that they should contact the Head of School directly, especially on a matter of great importance or sensitivity, they can contact the Principal's office through email. However, matters usually have to be referred back to the Diploma Programme Coordinator, therefore it is best to seek his/her advice in the first instance.

### **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.

We cannot, however, entirely rule out the need to make relevant third parties outside the school aware of the complaint and the identity of those involved. This would only be likely to happen where, for example, a child's safety was at risk or it became necessary to refer matters to the police. Before this happens, the parent making the complaint would be fully informed.

**Anonymous complaints will not be entertained.**

### **Faculty Disciplinary Procedures**

Any action taken under faculty disciplinary procedures, following parental complaints, would normally be handled confidentially within the school.



### **Responsibilities of the faculty**

- To understand the importance of handling and resolving the initial complaint and ensuring a resolution is found to satisfy the complainant and to avoid further escalation
- To ensure the recording of complaints, implemented actions and those relevant line managers are involved in any escalation of complaints
- To ensure the Diploma Programme Coordinator is involved immediately where a complaint escalates beyond their ability to offer an acceptable resolution

### **Monitoring and Recording**

- A record of complaints will be maintained with the Diploma Programme Coordinator
- The number of formal complaints per term should be an indicator of how the school is meeting the needs of its students and addressing parent satisfaction
- At the end of the academic year, the Diploma Programme Coordinator will study the trend and pattern of complaints and an action plan will be made to prevent re-occurrence.

**Version1: May 2022**

#### **Works cited:**

*IB Complaints procedure Nov2018*

*Parents Complaint Policy- Cambridge International School Dubai*

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