



**Smt. SULOCHANADEVI SINGHANIA  
SCHOOL (IBDP)**

***COMPLAINT HANDLING  
POLICY***

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# IB learner profile

The aim of all IB programmes is to develop internationally minded people who, recognizing their common humanity and shared guardianship of the planet, help to create a better and more peaceful world.

As IB learners we strive to be:

### INQUIRERS

We nurture our curiosity, developing skills for inquiry and research. We know how to learn independently and with others. We learn with enthusiasm and sustain our love of learning throughout life.

### KNOWLEDGEABLE

We develop and use conceptual understanding, exploring knowledge across a range of disciplines. We engage with issues and ideas that have local and global significance.

### THINKERS

We use critical and creative thinking skills to analyse and take responsible action on complex problems. We exercise initiative in making reasoned, ethical decisions.

### COMMUNICATORS

We express ourselves confidently and creatively in more than one language and in many ways. We collaborate effectively, listening carefully to the perspectives of other individuals and groups.

### PRINCIPLED

We act with integrity and honesty, with a strong sense of fairness and justice, and with respect for the dignity and rights of people everywhere. We take responsibility for our actions and their consequences.

### OPEN-MINDED

We critically appreciate our own cultures and personal histories, as well as the values and traditions of others. We seek and evaluate a range of points of view, and we are willing to grow from the experience.

### CARING

We show empathy, compassion and respect. We have a commitment to service, and we act to make a positive difference in the lives of others and in the world around us.

### RISK-TAKERS

We approach uncertainty with forethought and determination; we work independently and cooperatively to explore new ideas and innovative strategies. We are resourceful and resilient in the face of challenges and change.

### BALANCED

We understand the importance of balancing different aspects of our lives—intellectual, physical, and emotional—to achieve well-being for ourselves and others. We recognize our interdependence with other people and with the world in which we live.

### REFLECTIVE

We thoughtfully consider the world and our own ideas and experience. We work to understand our strengths and weaknesses in order to support our learning and personal development.

The IB learner profile represents 10 attributes valued by IB World Schools. We believe these attributes, and others like them, can help individuals and groups become responsible members of local, national and global communities.



**SMT SULOCHANADEVI SINGHANIA SCHOOL**  
**THE SINGHANIA IB LEARNER PROFILE**

**PROACTIVE**



We make things happen!

**EMPATHETIC**

We share the experiences of others as our own!



**RESILIENT**

We find the inner strength to overcome the most difficult of situations with creative solutions.



**CREATIVE**

We use our imagination to think out of the box!



**SELF-ASSURED**



We have confidence in our own abilities!

**Table of Contents**

1. Introduction..... 5

2. Scope..... 5

3. Principles.....5

4. Complaint Handling Procedure.....5

5. Confidentiality ..... 6

## Introduction:

At Smt Sulochanadevi Singhania School (IBDP), we are committed to providing a positive and supportive learning environment for all students, parents, and staff. We understand that occasional concerns or complaints may arise, and we value the opportunity to address them promptly and effectively. This policy outlines the procedures for handling complaints within our school community.

## Scope:

This policy applies to all members of the Smt Sulochanadevi Singhania School (IBDP) community, including students, parents, guardians, staff, and any other stakeholders.

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

## Principles:

- All complaints will be taken seriously and handled with fairness, impartiality, and confidentiality.
- Complaints will be resolved promptly and effectively, with a focus on finding mutually acceptable solutions.
- All parties involved in the complaint process will be treated with respect and dignity
- Anonymous complaints will not be entertained.

## Complaint Handling Procedure:

- **Informal Resolution:** Individuals are encouraged to resolve complaints informally whenever possible. This may involve discussing the issue directly with the person(s) involved or with an appropriate staff member keeping the Diploma Program coordinator informed.
- **Formal Complaint:** If the complaint cannot be resolved informally or if the nature of the complaint warrants a formal investigation, the complainant should submit a written complaint to the Diploma Program Coordinator, outlining the nature of the complaint and any relevant details.
- **Emotional wellbeing:** 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.
- **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.
- **Acknowledgment:** Upon receipt of a formal complaint, the [Designated Personnel] will acknowledge receipt within [insert timeframe] and provide an estimate of when the complaint is likely to be resolved.

## COMPLAINT HANDLING POLICY

- **Investigation:** The Diploma Programme Coordinator will conduct a thorough and impartial investigation into the complaint, which may involve gathering relevant information and interviewing parties involved.
- **Resolution:** Following the investigation, the Diploma Programme Coordinator will communicate the outcome of the complaint to the complainant in writing. If the complaint is upheld, appropriate actions will be taken to address the issue and prevent recurrence.
- **Feedback:** A feedback form is shared with all the students and parents at the end of each academic year to review their journey throughout the year and provide suggestions for improvement.
- **Record Keeping:** All complaints, feedback form along with their resolutions, will be documented and retained for reference and continuous improvement purposes.
- **Contact the Head of School directly:** In case, parents 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.

### Confidentiality:

- All information related to complaints will be treated with the utmost confidentiality, in accordance with applicable privacy laws and regulations.
- 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.