



Policy Name	Parents/Guardians & Students Complaint Procedure Policy
Policy Date	21 st Feb 2021
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Review committee members	<ol style="list-style-type: none">1. Academic Director2. Head of School PYP3. Head of Middle & Senior School4. Coordinators5. Teachers & Parents: Shenoba, Babitha, Julie and Simran

IB Learner Profiles

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
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.
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.
Knowledge	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
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.
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
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.
Balanced	We understand the importance of balancing different aspects of our lives – intellectual, physical, and emotional – to achieve well-being for others and ourselves. We recognise 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.
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.

School's Vision Statement

Sharanya Narayani International School (SNIS) aims to develop students who think, inquire, act and reflect. Teaching and learning will stimulate analytical, logical, critical, creative, and reflective skills to help students become lifelong learners and responsible global citizens in an ever-changing world. Our student-centric approach and secure, stress-free learning environment will contribute to a continuing sense of wonder and passion for the world around us.

School's Mission Statement

Sharanya Narayani International School nurtures students into successful, responsible and ethical leaders who can brighten the world with compassion, curiosity and creative fire.

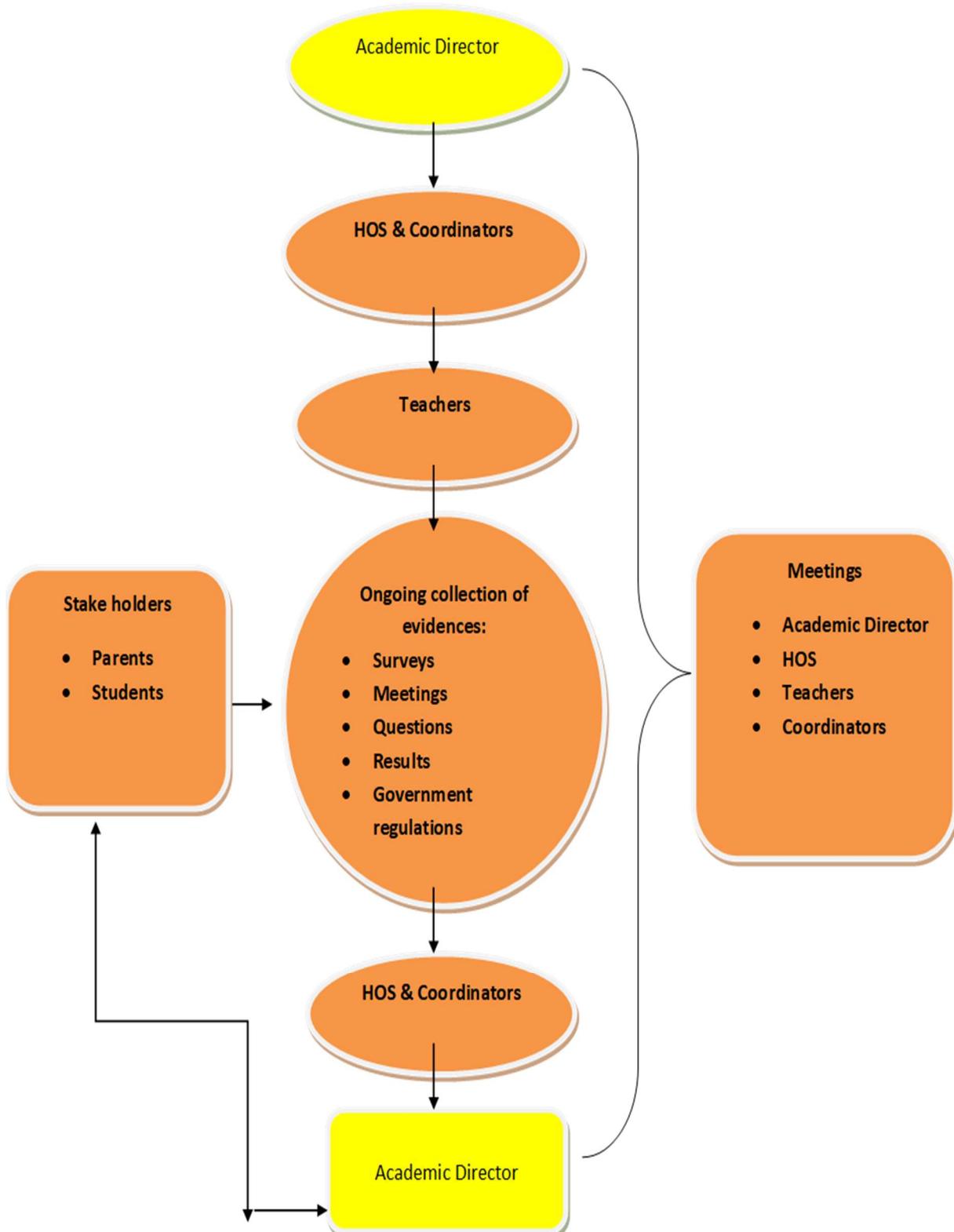
IBO's Mission Statement

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 international organizations to develop challenging programmes of international education 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.

Flow Chart of the Review Process for School Policies



Complaint Procedure Policy for Parents/Guardians and Students

1. Introduction

The school gives major importance to clear communication within the school and will always work towards a positive partnership with parents, legal guardians and students valuing their opinions and suggestions.

2. Goal- What is the policy intending to achieve.

Communication promotes positive partnerships. SNIS always welcomes contact with parents, student and guardians to foster mutual understanding and support which has a positive effect on student performances. The school is open to constructive criticism by all stakeholders in order to improve the quality of teaching and learning. Any complaints made by parents/guardians or students against the decision of the school regarding implementation of any of its IB programmes will be dealt with in accordance to the guidelines laid under this policy.

The School wants to ensure that parents and guardians always have an appropriate and helpful response to their queries, feedback, and concerns and complaints. However, the professional duties of school staff members can make it difficult for them to speak or meet with parents and guardians during the academic day. So in order to achieve the most effective balance for students, parents, guardians and school staff, we will follow the following principles:

- Welcoming contact, concerns and feedback from **parents, guardians & students**
- Responding as quickly and comprehensively to everyone
- Share information as often as possible with parents , guardians, students and all stakeholders

3. Nature of Complaints:

The complaints may be of the following types:

- Related to academic performance of the students
- Students' requests for appeals against IB programme decisions taken by the school
- Students' requests to challenge an academic misconduct and ask a review
- Related to offering of a specific IB Programme
- Related to school and its facilities and practices

- Bullying inside or outside the classroom
- Involving a student's interaction with other students or with a staff
- Boarding facilities and canteen

4. Communication: The policy is made available and communicated via schools website for all students and parents/ guardians to understand the school's procedures to deal with complaints

Procedures to address the complaints (Stage 1)

For any complaints by parents, guardians, students or members of the school community, following procedures shall be followed:

Informal: Any complaint by parents / students regarding teaching methods or a complaint against member of the staff can be reported to the Class teacher/ Head of Section or Coordinator through following ways:

- **Student diary:** On a daily basis, parents can communicate their queries, feedback, and concerns with the school and teachers using the student diary as a medium. The teacher or the school will reply using the same medium at the earliest with a resolution and action taken against the issue.
- **Phone call (in case of emergency to school reception only on +91-9901560066):** during emergencies or during an unavoidable situation, reception staff will help parents and guardians by taking messages via phone and communicate the same to the class teacher

Formal:

If the complaint is formal and requires intervention of HOS/ Coordinators, then parents can communicate using the following ways:

- **Email:** Parents/ students and guardians are most welcome to communicate by sending a mail to the Head of Section/ Coordinator, the school will always try to acknowledge letters and emails received from parents and guardians within two working days and provide a resolution
- If more time is required to provide a more detailed response **or**

to arrange a meeting, then parents/guardian can **take an appointment via mail for meeting the Head of Section/ Coordinator**. All meetings with teachers other than PTM /SLC will happen in the presence of the Coordinator or Head of Section

- The school will try to respond to the most pressing concerns of parents and schedule an appointment if required as soon as possible or within two working days. Parents should ensure to check their spam/ junk email folder for mails from school and mark them as not spam
- **Phone call / Messages :** During emergencies or unavoidable situation, reception staff or Section Head / Coordinator will help parents and guardians by answering calls (**on +91-9901560066**). Parents/ Guardians can express their concerns over phone and an appointment will be scheduled for them to visit the school and discuss the matter of concern

Procedures to address the complaints (Stage 2)

If the complaint is not resolved at the level of Teacher, Coordinator or Section Head, then parents/ guardians and students can use the following ways:

- **Email:** Complaints can be communicated to the Academic Director via email. The complaint will be investigated and dealt with and a formal appointment shall be given to the Parent or Guardian to visit the school and meet the Academic Director for a resolution
- **Phone call (in case of emergency to school reception only on +91-9901560066):** During emergencies or during an unavoidable situation, the reception staff will help parents and guardians by taking messages via phone and inform the Academic Director regarding the concern. Members of staff will try to respond to the most pressing concerns of parents and guardians as soon as possible, or within two working days