



Sou.Sushila Danchand Ghodawat Charitable Trust's

**Sanjay Ghodawat International School**

(A Constituent of Sanjay Ghodawat Group of Institutions)

## **SGIS – Grievances Policy**

### **THE IB DIPLOMA PROGRAMME**

**1st, August -2023**

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## THE GRIEVANCE POLICY

### IB Rules Article 6

- **Internal Complaints Procedure:** The school must have in place written procedures for how it will deal with complaints and students' requests for appeals against IB programme decisions taken by the school, ensure that details of these procedures are made widely available and accessible to all students and operate in accordance with such procedures. The school must inform parents or legal guardians about the school's procedures for addressing complaints and students' requests for appeals of IB programme decisions taken by the school.

### Rationale

This policy is inspired by the stance taken by the International Baccalaureate (IB) to ensure professional and consistent response, and an open framework to communication towards any complaints in need of resolution. Our school mission and values apply directly to our whole school approach, and we ask, even in the midst of disagreement, that all matters are handled in a responsible, caring and respectful way, consistent with our values and in alignment with our school mission statement:

Our Mission	Our Values
SGIS provides a challenging environment for reflective learners to inquire through effective instructions, respecting individual differences and to attain academic excellence along with rigorous assessment.	Respectful
SGIS is committed to develop caring, responsible, adaptable citizens through multicultural values promoting international mindedness.	Responsible
	Caring

### Philosophy

This policy and procedure aim to reassure parents and others with an interest in the school that:

- any complaint against the school will be dealt with in a fair, open and responsive way, with the aim of achieving a speedy and satisfactory resolution; and
- the school recognises that a willingness to listen to questions and criticism and to respond positively, can lead to improvements in school practices and provision for pupils.

## **Statement of Purpose**

The purpose of this grievance process is to provide an orderly and efficient method by which students may air and resolve their complaints about the conditions and policies at SGIS. The school defines a legitimate grievance as a circumstance that can be substantiated and is regarded by the student as a just cause for complaint. A grievance may be based on one of the following claims: failure to provide services, arbitrary and/or capricious actions by a school employee or administrative office; policy or procedure applied unfairly and/or in a different manner than it was applied to others; administrative error in the application of the policy or procedure.

## **Complaints Policy and Procedure**

At SGIS we are proud of our friendly and open atmosphere and our tolerance and respect of each other's differing views. If students have any questions or complaints, we would like to hear about them as soon as possible so they can be resolved to the satisfaction of individuals and the community. We prefer if complaints can be dealt with in an informal and friendly manner by the individuals involved.

From time to time, students or parents may have questions or concerns that they wish to bring to the attention of appropriate school officials. Students and parents are encouraged to discuss problems and complaints through emails, phone calls, and scheduled conferences. The following general procedures will help to ensure that all communication is timely and effective:

## **Guidelines**

1. Student, teachers, parent(s)/legal guardian(s) on behalf of his/her student, or other school staff members can file a complaint.
2. It is desirable for any complaint to be addressed by a member of staff at a level closest to the cause of concern.
3. The School will make a genuine effort to resolve all concerns and complaints.
4. Anyone with a concern is encouraged to discuss the matter directly with the person involved as soon as possible, to prevent issues escalating.
5. Concerns will be dealt with by the school using the process set out in the Procedure for Concerns.
6. All complaints will be treated in confidence, however, any person included in a complaint must be informed of the details of the complaint and be given an opportunity to address the complaint.
7. The daily working hours for making a complaint is from Monday till Friday day, 9 A.M. – 3.30 P.M. at SGIS, B7 School building.
8. If a complainant is not satisfied with the outcome, they may appeal to the Head of School.
9. A student, or parent(s)/legal guardian(s) acting on behalf of her/his student may choose to appeal to the IB at any moment should they be:
  - a. Dissatisfied with the action(s) taken by the school to address their complaint (IB Complaints procedure, 2018)
  - b. Have a reasonable concern that the school has committed improper actions (IB Whistleblowing policy, 2018)

## **Responsibility for the Policy and Procedure**

### **Role of the Head of School has:**

- ♣ a duty to have in place a complaints procedure
- ♣ responsibility to ensure that the complaints procedure complies with their obligation under the Equality Act
- ♣ delegated powers and responsibilities to the Coordinator to ensure all school personnel and visitors to the school are aware of and comply with this policy
- ♣ responsibility to deal with any complaint made against the Coordinators
- ♣ responsibility of annually discussing the concerns/complaints log with the Coordinator
- ♣ in place a self-evaluation process to monitor the way complaints are dealt with and to consider what improvements can be made to the complaint's procedures
- ♣ responsibility of taking into account any local or national decisions that affect the complaints process, and will make any modifications necessary to this policy
- ♣ responsibility for ensuring that the complaints procedure is publicised on the school website and in the school handbook, is concise, simple to understand and impartial
- ♣ responsibility for ensuring that the school complies with all equalities legislation
- ♣ nominated a designated Equalities Governor to ensure that appropriate action will be taken to deal with all prejudice related incidents or incidents which are a breach of this Policy
- ♣ responsibility for ensuring this Policy and all policies are maintained and updated regularly
- ♣ responsibility for ensuring all policies are made available to parents
- ♣ responsibility for the effective implementation, monitoring and evaluation of this Policy

## **Role of the Coordinator**

- ♣ deal with all complaints impartially and in a non-adversarial manner
- ♣ keep the complainant fully updated at all stages of the complaint's procedure
- ♣ keep records
- ♣ not share third party information
- ♣ seek an interpreter if the need arises
- ♣ refer any complaint made against him/her to the Head of School
- ♣ ensure full and fair investigations are undertaken by an independent person where necessary
- ♣ ensure confidentiality at all times
- ♣ ensure all complaints are resolved as quickly as possible within realistic time limits
- ♣ log all complaints received by the school and records how they were resolved
- ♣ discuss the complaints log every year with the Head of School
- ♣ monitor and review complaints to see how they can contribute to school improvement
- ♣ ensure all school personnel, pupils and parents are aware of and comply with this Policy
- ♣ work closely with the Head of School
- ♣ provide leadership and vision in respect of equality
- ♣ provide guidance, support and training to all staff
- ♣ make effective use of relevant research and information to improve this Policy
- ♣ monitor the effectiveness of this policy by speaking with school personnel, parents and the Head of School
- ♣ annually report to the Head of School on the success and development of this Policy.

## **Role of the Complainant**

We ask the complainant to:

- ♣ cooperate with school to find a solution to the complaint as quickly as possible;
- ♣ provide enough information as possible;
- ♣ be respectful to everyone involved in the complaint procedure.

## **Your rights as a person making a complaint**

In dealing with your complaint, we will ensure that you receive

1. Fair treatment.
2. Courtesy.
3. A timely response.
4. Accurate advice.
5. Respect for your privacy – complaints will be treated as confidentially as possible allowing for the possibility that we may have to consult with other appropriate parties about your complaint;
6. Reasons for our decisions.

Where the complaint is justified, we will acknowledge this and address the complaint you have raised. If, after investigation, it is judged there are no grounds for your complaint, you will be advised accordingly

## **Making a complaint**

### **Step 1- Speaking with the person concerned**

In the first instance a complaint should normally be raised verbally with the person concerned, so that s/he may have an opportunity to address the issue(s). This approach would not prevent you from choosing to enter the formal process at a later stage, if you believe that to be an appropriate course of action. Complaints must be made within the timeframes described in guidelines so that the administration can promptly investigate and correct any behavior that may be in violation of school.

## **Step 2.A - Contact the coordinator if your complaint is not resolved**

If your complaint remains unresolved following Step 1, you should arrange a meeting with the programme coordinator to discuss the issue(s). In advance of this meeting, you should inform the programme coordinator, of the nature of your complaint so that s/he may be in a position to resolve the problem without further delay.

## **Step 2.B - Contact the Head of School if your complaint is against a member of staff**

If your complaint is against a member staff, you should arrange a meeting with the Head of School to discuss the issue(s). In advance of this meeting, you should inform the Head of School, of the nature of your complaint so that s/he may be in a position to resolve the problem without further delay.

In some circumstances the coordinator or the Head of School may not be able to deal effectively with your complaint immediately and s/he may require some time to investigate and prepare a response. If further time is required, you will be informed of the timescale and the likely date by which a response will be issued

## **Formal stage Step 3 – Writing to the Head of School**

If a complaint is unresolved through the informal process at step 1 and 2, or you feel that indeed it might be more appropriate to initiate the procedures at Step 3. You should write to the Head of School, and state the grounds for your complaint as concisely as possible addressing specifically the issue(s) that are of concern to you.

You will receive a written acknowledgement of your letter within a weeks' time. This will confirm that your letter has been received, and either:

1. Provide a response to the issue(s) you raised;
2. State that your complaint is being investigated and indicate when you can expect a response to be issued (normally a maximum of 20 working days from the date on which your letter was received).

The investigation may require you to meet the Head of School and due notification will be given of such meetings. The Head of School may also talk to the parties relevant to the complaint

## **Step 4 - Review by a Complaints Panel**

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



- A written acknowledgement of the complaint and the request for it to be heard at Step 3 of the Procedure will be sent to the parent by the Head of School 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 Head of School within three school days of receipt of the acknowledgement letter. 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 Head of School will send a copy of the letter of acknowledgement of the complaint to the Coordinator and request a written report in response to the complaint within three school days of receipt of the letter.
- The Head of School 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; the Head of School and the Coordinator; and each panel member. This will be provided as soon as possible and, in any event, at least three school days prior to the meeting.

## **Complaints Panel - Procedures for Hearing the Complaint**

### **Order of Meeting with the parent and his / her companion:**

- The Chair welcomes and explains the purpose of the meeting.
- The parent explains the complaint.
- The panel may question the parent.
- The Chair and the Committee Members do the internal enquiry.
- Taking into consideration the severity of the situation, the Chair presents it to the Coordinator and to the Head of the School.
- The panel may question the Coordinator.
- Filling up of the feedback form.

A written decision will be sent to the parent and the Head of School or Coordinator by the Chair of the Complaints Panel within three school days of the hearing. The letter will explain that the decision of the Complaints Panel is final and that there is no subsequent appeal process

## **Step 5 – Raising the matter to the IB**

### **IB Whistleblowing**

A student, or parent(s)/legal guardian(s) acting on behalf of her/his student may choose to appeal to the IB (IB Complaints procedure,) at any moment should they be dissatisfied with the action(s) taken by the school to address their complaint, or have a reasonable concern that the school has committed improper actions (IB Whistleblowing policy,).

Complaints regarding the IB program at SGIS go through the IB programme coordinator and the Head of School and fall within the remit of the school. Also, a student, or parent(s)/legal guardian(s) can directly raise a complaint to IB organization through writing to the email address [complaints@ibo.org](mailto:complaints@ibo.org), introducing themselves by the name and code of the IB World School which they attend or have attended. If an IB Educator, wishes to file a complaint, she/he can raise the complaint by contacting [complaints@ibo.org](mailto:complaints@ibo.org) and writing her/his personal code and role(s).

### **Enquiry upon Results-**

A candidate's assessment material may be re-marked, returned to the school (in electronic format or as a photocopy) and/or subject to remoderation (for IA) as part of the enquiry upon results service. The categories and conditions of this service are subject to change and, therefore, are in accordance with the details given in the Diploma Programme Assessment procedures for the examination session concerned. All enquiries upon results must be submitted by the school on behalf of the candidate.

Re-marking a candidate's assessment material may lead to a higher or a lower grade for the subject. Therefore, before submitting a request for an enquiry upon results service that may result in a change of grade, the school must obtain the written consent of the candidate or their legal guardian(s) ensuring that the candidate and/or the legal guardian(s) are aware that the grade may go up or down.

### **Complaints covered**

All complaints are covered by this basic procedure e.g.

- related to a student's academic performance or to their life outside of the classroom
- involving a student's interaction with other students or with adult members of staff
- related to the program procedures and facilities

All written complaints are recorded and filed by the Discipline Coordinator together with written responses or records of verbal responses. The records will state whether the complaint was resolved at stage 2 or whether it proceeded to a panel hearing (stage 3). Action taken by SGIS as a result of the complaint (regardless of whether it was upheld) will also be recorded.

Please note that all correspondence, statements and records relating to individual complaints are to be kept confidential.

## Resolving Complaints

At each stage in the procedure, SGIS has the intent to resolve the complaint in full. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

1. An explanation;
2. An acknowledgement that the situation could have been handled differently or better;
3. An assurance that we will try to ensure the event complained of will not recur;
4. An explanation of the steps that have been or will be taken to help ensure that it will not happen again, and an indication of the timescales within which any changes will be made;
5. An undertaking to review school policies in light of the complaint; or
6. An apology.

## Grievance and Appeal Decisions

- a. Students are given the opportunity to continue with their studies, during the complaint and appeal processes till final decision is reached
- b. In instances of suspension or cancellation of the student's enrolment will take effect only after the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.
- c. If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the student, the School will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the student of that action.

## Raising Awareness of this Policy

We will raise awareness of this policy via:

- ♣ the School Handbook
- ♣ the School website
- ♣ meetings with parents such as introductory, transition, parent-teacher consultations and periodic curriculum workshops
- ♣ school events
- ♣ meetings with school personnel

## Records Management and Reporting

- a. A complete file of the grievance and appeal and steps taken to resolve the matter for all formal cases and any informal cases requiring further action will be maintained securely in the custody of the Programme Coordinator.
- b. Details of the grievance process and resolution for each grievance must be documented, and copies given to all parties involved.
- c. Regular reports on student grievances and appeals will be provided by the Coordinator to the Head of School.

**Review Cycle-** policy will be reviewed at SGIS annually. It will be revised as necessary outside of the official review, in line with new updates and guidance from the IB and changing circumstances in the school

### **GRIEVANCE POLICY PANELISTS**

1. Mrs. Sasmita Mohanty – Head of the School
2. Dr. Bonila Sinha – DPC
3. Mr. Satish Gandhi – Chair Person

### **COMMITTEE MEMBERS**

1. Mr. Haider Ali
2. Mr. Senthil Balaji
3. Ms. Snehal Khade
4. Ms. Sujan Varghese

### **References:**

Rules for IB World Schools: Diploma Programme  
Published August 2018 Published on behalf of the International Baccalaureate  
Organization

## Appendix 1: FORMAL SCHOOL COMPLAINT FORM

Either print this sheet, or create a copy and use digitally



To whom or what does the issue relate to -----

Complainant -----

Contact details (including mobile telephone number) -----

Details of Complaint: (Please be as specific as possible e.g. giving dates, who was involved and where etc.

Please attach a continuation sheet and additional information if you wish -----  
----- What would you like to see done  
to resolve your complaint and bring the matter to an acceptable closure for yourself and the  
school?

Signed ----- Date -----

Please return the completed form to the Head of School or Coordinator at the school

## Appendix 2: Parents Feedback Form:



Sou.Sushila Danchand Ghodawat Charitable Trust's

# Sanjay Ghodawat International School

(A Constituent of Sanjay Ghodawat Group of Institutions)

Date -

Complaint No:

### PARENT GRIEVANCE FEEDBACK FORM

- Name of the complaint filer:
- Name of the parent:
- Name of the student:
- Nature of complaint:

1. Are you satisfied with the grievance panel decision?

Yes / No / Partially

2. Are you happy with the procedure adopted by the panel or the committee?

Yes / No / Partially

If you are partially satisfied with the grievance panel decision kindly explain or specify your thoughts:

Initials: \_\_\_\_\_