



COMPLAINT MANAGEMENT POLICY

OBJECTIVES

We serve as a structured, official channel where student and staff can voice their concerns without fear of retribution.

- **Accessibility:** Ensuring every student or staff member knows exactly where and how to file a complaint (e.g., complaint boxes, email, or digital portals).
- **Documentation:** Maintaining a formal record of all grievances and the actions taken to resolve them.

PRINCIPLES UNDERLYING THE POLICY

- **Student Well-Being & Safety:** The safety, dignity, and holistic well-being of every student shall remain our highest priority.
- **Respect & Inclusion:** We value every member of the school community and promote mutual respect, dignity, equality, and inclusion.
- **Open Communication:** Students, parents, teachers, and staff are encouraged to raise concerns and share feedback openly and respectfully.
- **Fair & Timely Resolution:** Every grievance shall be addressed fairly, impartially, sensitively, and within a reasonable timeframe.
- **Accountability:** All concerns shall be considered on the basis of facts, appropriate documentation, and applicable school policies and regulations.

BROAD GUIDELINES

- Complaints, compliments, and suggestions may be submitted **verbally or in writing**.
- A **complaint** may relate to the provision of education, school services, or the conduct of any employee.
- An employee who is the subject of a complaint shall be informed of the substance of the complaint and given a fair opportunity to respond.
- The School Executive Committee shall handle all matters with **confidentiality, impartiality, and fairness**, seeking resolution at the school level wherever possible.
- A complainant may have a **friend or advisor** present during discussions, if required.
- Complaints shall be reviewed and investigated, and a written response shall normally be provided within **7 working days** of receipt.
- If the matter remains unresolved, it shall be reviewed by the concerned process owner/supervisor within **14 working days**.
- Unresolved matters may be escalated to the **School Dispute Resolution Committee** for appropriate action and resolution within **21 working days**.

- The school shall maintain appropriate records of complaints and their resolution while protecting the confidentiality of all concerned.

MINIMUM INFORMATION WHEN MAKING A COMPLAINT:

When making a complaint, the complainant should provide:

- **Name and contact details**
- **Nature and details of the complaint**
- **Suggested resolution or proposed solution**, where applicable

The School will make reasonable efforts to address and resolve verbal or written complaints through direct, constructive, and respectful communication.

For complex or serious verbal complaints, the complainant may be requested to submit the complaint in writing or confirm a written summary prepared by the Principal or an authorised representative of the School.

Complaints containing personal abuse, threats, offensive or deliberately inflammatory language intended to intimidate or harass may not be considered in their existing form. The complainant will be informed accordingly and may be requested to resubmit the complaint in a respectful and appropriate manner.

RESPONSIVENESS

The School will acknowledge receipt of a written complaint within **5 school working days**. The School will make reasonable efforts to resolve complaints within **14 working days**.

Where the nature or seriousness of a complaint requires referral to another appropriate authority or department, it will be forwarded **without undue delay**. The complainant will be kept informed of the progress of the complaint, as appropriate.

ENQUIRING ON A COMPLAINT'S PROGRESS

The complainant may enquire about the progress of a complaint by contacting the **designated member of the School Grievance Committee**. The relevant contact person will be communicated at the time of lodging a verbal complaint or in the acknowledgment of a written complaint.

OUTCOME OF A COMPLAINT

The outcome or resolution of the complaint will be **communicated to the complainant in writing**, wherever practicable.