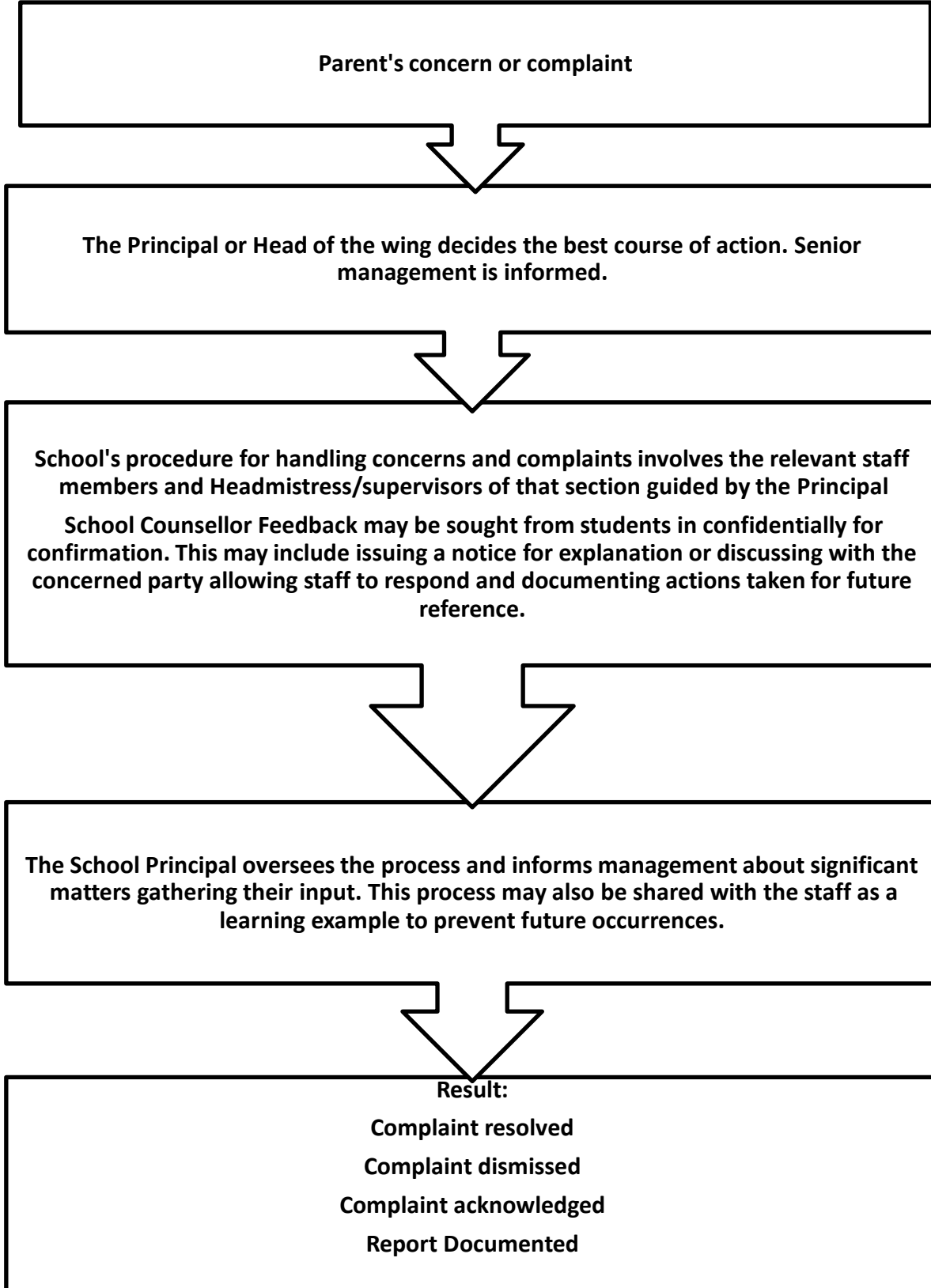


Modern School

Vasant Vihar

Process of Addressing Concern and Complaints



Guidelines for Addressing Concerns and Complaints

Complaints serve as stepping stones for continual improvement, and healthy criticism is always valued. Parents commonly express concerns regarding:

- Incidents among students.
- Their child's academic or personal progress.
- School and educational policies' development and implementation.

The policy entails:

- A 'concern' denotes an informally raised issue as a means of seeking positive change.
- A 'complaint' signifies an expression of grievance seeking resolution or justice.
- Academic, disciplinary, and activity-related complaints are directed to the Principal/Headmistress/ supervisor of that section, while transportation and account matters are handled by the school office.

When addressing concerns and complaints, all parties are expected to:

- Maintain confidentiality of all involved as per departmental policies.
- Act in good faith and work towards mutually acceptable outcomes.
- Approach discussions with calmness and respect, knowing that the end goal is the wellbeing of students.
- Value diverse perspectives without resorting to judgment.
- Understand and balance rights and responsibilities.

Complaints should be acknowledged promptly, with action communicated within one to seven days. Any complaint received must be escalated as needed and handled with the right attitude, even if anonymously submitted.

The Principal ensures parents are not only aware of their right to advocate for their concerns and negotiate outcomes but also emphasizes the importance of upholding the school's values, norms, and policies with utmost sincerity.

Resolution Process:

A complaint is considered resolved when both parties agree on an appropriate solution, which may include explanations, mutual understanding, apologies, or support services.

Possible responses and remedies include:

- An admission of fault
- A change of policy, procedure, or practice
- Agreement that the unacceptable behaviour will change
- Action initiated and communicated for matters related to accounts
- The provision of counselling.

Remedies would be implemented as soon as possible.

Complaint Dismissed:

A complaint can only be dismissed after it has been investigated, and if an investigation has determined that the complaint cannot be substantiated.

Complaint Unresolved:

A complaint is considered unresolved if both parties do not agree on a course of action and/or a remedy, or if the remedy cannot be implemented.

Complaint Channels:

po.msvv@gmail.com

Dropbox at the guard's office

Formal complaint form/letters

School Almanac