



FEEDBACK AND GRIEVANCE POLICY

Reviewed in June 24

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School Mission

- ☐ To develop and nurture global citizens,
- ☐ To inculcate an understanding of interconnectedness of all life and the living,
- ☐ To develop compassion beyond one's immediate surroundings,
- ☐ To understand and respect the differences,
- ☐ To help acquire skills of Critical thinking, Communication, Collaboration and Creativity.

School Vision

“To create an empowered, inspired and progressive community of students who achieve and contribute positively towards humanity at large”.

THE FEEDBACK AND GRIEVANCE PROCEDURE

1. SCOPE OF FEEDBACK AND GRIEVANCE PROCEDURE:

The purpose of the Feedback and Grievance Procedure is to address grievances raised by parents/guardians.

“We are accountable to all our stakeholders.”

Each staff member must listen to what the parents and stakeholders have to convey by organizing informal discussions between parents and staff, formal parents’ meetings, workshops and parent engagement sessions.

We understand that a student’s education will be enhanced by the wholehearted support of parents and appropriate accessibility from the staff and Leadership Team.

Many worries and concerns can be handled, without the need for formal procedures, as long as the concern is taken seriously and addressed at an early stage.

In any institution, there may occasionally be a cause of dissatisfaction with some aspect of the service provided. This policy advises all persons on how to direct a complaint and the escalation procedures around the same.

In most cases, the HomeTeacher will be the first point of contact ensuring that the issue is resolved ‘there and then’. However, formal procedures will need to be invoked when initial attempts to resolve the issue are unsuccessful and the person raising the concern remains dissatisfied, wishing to take the matter further.

1.1 The procedure covers all matters relating to the actions of the staff employed in the school and the application of school procedures, where they affect individual pupils. However, school staff, and the management recognize the difference between a concern and a complaint. Taking informal concerns seriously at the earliest possible stage will reduce the numbers that develop into formal complaints.

2. AIMS:

In operating this Feedback and Grievance Procedure we aim to:

Encourage resolution of problems by informal means wherever possible.

- Allow swift handling of a complaint within established time-limits for action. Keep people informed about the progress.
- Ensure a full and fair investigation.
- Have due regard for the rights and responsibilities of all parties involved. Respect confidentiality.
- Address all aspects of a complaint and provide an effective response and appropriate redress wherever and whenever necessary
- Provide relevant information to the Leadership team.

2.1 This Procedure is designed to be:

- Easily accessible and publicized
- Simple to understand and use
- Impartial
- Non-adversarial.

3. WHAT TO EXPECT UNDER THIS PROCEDURE:

3.1 Your rights as a person raising a grievance

In dealing with your grievance we will ensure that you receive:

- ☐ Fair treatment
- ☐ Courtesy
- ☐ A timely response
- ☐ Accurate advice
- ☐ Respect for your privacy – complaints will be treated as confidentially as possible, allowing the possibility that we may have to consult with other appropriate parties about your complaint
- ☐ Reasons for our decisions.

3.2 Your responsibility as a person raising a grievance

In raising your grievance we would expect that you

- ☐ Raise issues in a timely manner.
- ☐ Treat our staff with respect and courtesy.
- ☐ Provide accurate and concise information in relation to the issues you raise.
- ☐ Use the procedures fully and engage with them at the appropriate levels.

4. FEEDBACK PROCEDURE:

It is important for us to understand what our parents and visitors to our school like or where they feel we could improve the service we offer. This can be done in the following ways.

- ☐ Email or verbal conversation with the Teacher /Coordinator / Principal.
- ☐ Email or verbal conversation with the relevant staff member.
- ☐ Feedback via online email address.
- ☐ Participating in school surveys.

Where it is felt that the issue is more pressing than simple feedback and an informal or formal complaint is felt to be necessary then the 'Grievance Procedure' should be followed .

4.1 Grievance against a Teacher / Support Staff / Operations /Facilities

Step 1 - Speaking with Teacher

In the first instance, a grievance should normally be raised verbally with the teacher concerned, so that s/he may have an opportunity to address the issue(s). You should contact the teacher and arrange a meeting on a date and time that suits you both.

Step 2 - Speaking with the Coordinator

If the matter remains unresolved, then seek an appointment with the Coordinator.

Step 3 - Speaking with the Principal

If your grievance remains unresolved following Step 2, you should arrange a meeting with the Principal to discuss the issue(s) or write an e – mail to her. In some circumstances the Principal may not be able to deal effectively with your grievance immediately, and s/he may require some time to investigate and respond. If further time is required, you will be informed of the timescale and the likely date by which the Principal will respond.

Immediate Action:

In cases where the school office feels the need to immediately act on a complain, they will inform the school Principal at the earliest. The Principal will then take the matter into consideration and produce a solution at the earliest.

5. Responsibilities – All Staff:

To ²understand the importance of handling and resolving the initial complaint and ensuring a resolution is found to satisfy the complainant and to avoid further escalation.

To ²ensure the recording of grievance / feedback and implemented actions.

To ²ensure the relevant member of the Leadership Team are involved immediately where a grievance escalates beyond their ability to offer an acceptable resolution.

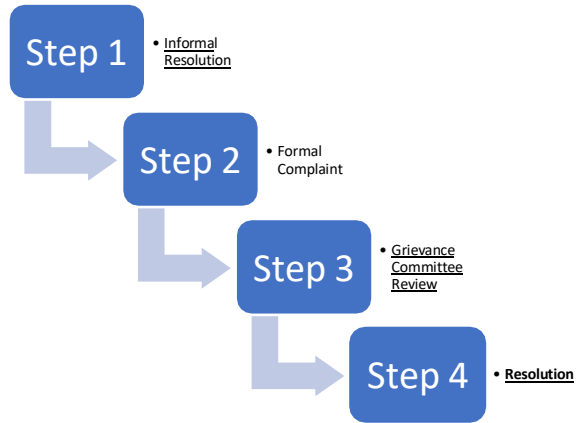
To ²ensure you are comfortable in handling grievances.

Types of Grievances:

Students may file grievances related to various issues, as mentioned below:

- Academic concerns
- Bullying or Harassment
- Discrimination
- Safety & Security
- Facilities and Infrastructure
- Extracurricular Activities
- Teacher- student Conflicts
- Interpersonal Conflicts (for Staff)
- Administrative decisions

Students are encouraged to follow following steps to address their grievances:



Step 1: Informal Resolution

- Students/staff are encouraged to first attempt to resolve their concerns informally by discussing them with their respective in-line senior.

Step 2: Formal complaint

- If the grievance remains unsolved after Step 1, students or their parent/guardians / staff member can submit the written complaint within a specified time frame e.g 10 working days.
- The complaint should include details of the issue, dates, names of individuals involved and any supporting evidence.

Step 3: Grievance Committee Review:

- A Grievance Committee, comprising impartial school staff members will review the formal complaint with a reasonable time frame (say 10 days).
- The committee will conduct interviews, gather evidence, and consider all relevant information.
- The committee will make recommendations and take for resolution to the school principal or relevant authority.

Step 4: Resolution

- The School Principal or relevant authority will review the committee's recommendations and take appropriate action to resolve the grievance.
- The student or their parents/guardians will be informed of the outcome in writing within reasonable time frame (e.g. 3 days).

Confidentiality:

- The school will make every effort to maintain confidentiality throughout the grievance process, while ensuring that all parties involved are informed appropriately.
- In no case will the CCTV surveillance footage be shared with any member involved in the said situation. Person in charge of resolution may access the same to help with decision making (if needed)

Appeal Process:

- If the student or their parents/guardians / staff are not satisfied with the resolution, they may request an appeal to the school Principal.

- Non- Retaliation:

- KRMGS prohibits retaliation against any student who files a grievance or participates in the grievance resolution process. Hence the need to maintain extreme confidentiality.

Reporting Mechanism:

- The school will provide clear information on how and where to report grievances, including contact details for the Grievance Committee .
- Student/ staff member may directly write to principal@krmangalam.global

Review & updates:

- This policy will be reviewed periodically to ensure its effectiveness and compliance with applicable laws and regulations.

6. Record Keeping:

The Coordinators and Teacher (s) will maintain a record of all correspondence, conversations and meetings regarding the Grievances / Feedback. These records will be held confidentially in the school with the Programme Coordinator