

DELHI PUBLIC SCHOOL CIVIL LINES, ALIGARH

COMPLAINTS MANAGEMENT POLICY

Objectives

- To ensure that complaints lodged at this school are resolved in a prompt and efficient manner.
- To promote the highest standard of professionalism in dealing with our community.

Principles Underlying the Policy

- In all matters the educational well-being of students is the first priority.
- All persons in the school community, including students, parents, administrators, teachers and support staff, have a right to be treated with respect and courtesy.
- Parents and community members are able to raise concerns and complaints about any aspect of school life and have them dealt with fairness and promptness.

BROAD GUIDELINES

- Complaints can be made verbally or in writing.
- The feedback may be a:
 - (a) Complaint: An expression of dissatisfaction made to school, with respect to its services, applicable statutory and regulatory requirements consistently not met; or
 - (b) Compliment: An expression of praise, admiration with focus on maintaining or enhancing stakeholder satisfaction; or
 - (c) Others - Suggestions or comment with respect to services / courses offered by GIIS.
- A complaint can be made about the provision of education or conduct of any Department employee.
- An employee who is subject to a complaint is entitled to be informed of the substance of the complaint.
- Members of the school executive will maintain confidentiality and impartiality when dealing with each matter and seek to resolve matters at the school level where possible.
- Persons lodging a complaint are welcome to have a friend or advisor present during any discussions.
- The process owner analyses the complaint, investigates the matter, and replies to the parent or complainant by providing the necessary information or reasons in writing to close the complaint within 7 working days of receipt of the complaint. The process owner copies the reply to the first recipient who can then close the case on her side.
- Should the issue remain outstanding despite the reply, the process owner, in consultation with his supervisor, works to resolve the matter within 14 working days.
- If the complaint still remains open, then the difficult-to-resolve complaint shall be escalated to the Dispute Resolution Committee to be addressed through the dispute resolution policy framework within 21 working days.
- If the process owner has not developed a solution agreeable to the complainant, the matters escalated to the GIIS Dispute Resolution Committee, which is chaired by the Country Director with the Academic and Examination Board as Members.
- The Country Director and relevant Campus Principal will manage the discussions with the complainant to work to resolve the matter within 21 working days.

Minimum information when making a complaint:

You should provide the following information when making a complaint:

- Your name and contact details;
- The nature/details of the complaint; and,

- What you consider is needed to resolve the complaint.
In the case of a verbal complaint, where you do not want to be identified or to lodge the complaint in writing, we will endeavor to work directly with you to resolve the matter.
If a verbal complaint is complex or very serious the complaint may be required to restate the complaint in writing or sign a written summary prepared by the Principal.
A written or verbal complaint which contains personal abuse, inflammatory statements or material that is clearly intended to intimidate will not be addressed and the complainant will be informed accordingly.

Responsiveness:

We will acknowledge receipt of written complaints within 5 school days. We seek to resolve local complaints within 14 days. If, because of the serious nature of the complaint, it is deemed necessary to forward it on to another section of the Department; we will do this without delay. In all cases you will be kept informed of the progress of your complaint.

Enquiring on a complaint's progress:

You may enquire as to the progress of your complaint at any time by directly contacting the appropriate person. At the time of lodging a verbal complaint, or in the acknowledgment letter for a written complaint, this person will be identified for you.

Outcome of a complaint: We will advise you verbally or in writing of the outcome of the complaint. The outcome of all written complaints will be provided to you in writing.
