

Complaint Policy

Subodh Global School

Introduction

Subodh Global School is committed to maintaining a welcoming, respectful, and supportive environment for students, parents, staff, and stakeholders. Our complaint policy ensures that concerns or grievances are addressed promptly, fairly, and constructively.

Purpose

The purpose of this policy is to:

- Provide a transparent and structured process for resolving complaints.
- Ensure all stakeholders feel heard and respected.
- Promote a culture of continuous improvement through feedback.

Scope

This policy applies to all students, parents, staff, and other stakeholders of Subodh Global School who wish to raise concerns related to the school's services, environment, or any other aspect of its operations.

Definition of a Complaint

A complaint is an expression of dissatisfaction about any aspect of the school, including but not limited to:

- Academic or administrative processes.
- Behavior or conduct of staff, students, or other stakeholders.
- School facilities or resources.

Guiding Principles

1. **Fairness:** All complaints will be treated impartially and with respect.
2. **Confidentiality:** The details of complaints and the individuals involved will be handled confidentially, in accordance with applicable laws and policies.
3. **Timeliness:** Complaints will be addressed promptly and within a defined timeframe.
4. **Constructive Resolution:** The school aims to resolve complaints in a constructive and amicable manner.

Procedure for Raising a Complaint

1. Step 1: Informal Resolution

- Complainants are encouraged to discuss their concerns informally with the relevant teacher, staff member, or school representative.
- Many issues can be resolved quickly through open communication.

2. Step 2: Formal Complaint

- If the issue is not resolved informally, a formal complaint can be submitted in writing to the school administration.
- The complaint should include:
 - Name and contact information of the complainant.
 - A clear description of the concern.

- Any supporting evidence or documentation.
- Suggested resolution, if applicable.
- Formal complaints can be submitted via email, through a designated form on the school website, or in person at the school office.

3. Step 3: Acknowledgment and Investigation

- The school will acknowledge receipt of the complaint within 3 working days.
- A designated staff member will investigate the complaint and may contact the complainant for further information.
- The investigation will be completed within 10 working days, and the complainant will be informed of the outcome.

4. Step 4: Appeal

- If the complainant is dissatisfied with the resolution, they may appeal in writing to the Principal within 5 working days of receiving the outcome.
- The Principal will review the appeal and provide a final response within 10 working days.

Exclusions

This policy does not apply to matters that are subject to legal or regulatory proceedings, which will follow the appropriate channels.

Monitoring and Review

The complaint policy will be reviewed annually to ensure its effectiveness and alignment with the school's mission and values.

Contact Information

For questions about this policy or to submit a complaint, please contact:

Subodh Global School

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