



Gorai
Mahatma Education Society's
DR. PILLAI GLOBAL ACADEMY
local actions...global options



Complaint and Grievance Procedure

Updated in 2023

DPGA Mission Statement

We are committed to provide a holistic education based on new generation academics that create not just global career options for our students, but which empowers them to become key contributors to the community and the environment in which they live. We strive to achieve nation-building through character building and we do so through an approach of mentoring.

IB Mission Statement

The International Baccalaureate aims to develop inquiring, knowledgeable and caring young people who help to create a better and more peaceful world through intercultural understanding and respect. To this end the organization works with schools, governments and international organizations to develop challenging programmes of international education and rigorous assessment. These programmes encourage students across the world to become active, compassionate and lifelong learners who understand that other people, with their differences, can also be right.

Our School Vision

“To develop local actions to create global options”

Our School Values

Ethical Understanding; Spiritual strength; Resilience; Holistic development; Futuristic vision

OBJECTIVE

This document contributes to the predictable handling of submitted complaints of students and/or their guardians, where after school must be ensured to be safe and entertaining work environment in accordance with the school's Policies

Education is a partnership between school, student and parents. Open communication will support the stake holders in meeting the needs of the student and fostering the relationship among all the school community

Aims:

This document aims to the handling of complaints from the students/ guardians.

What is a complaint?

A complaint is any form of expression of grievance from a parent or student who has a right to be concerned about the school. It could be about behaviour, steps done to address a problem at school, or policies and procedures pertaining to teaching and learning. This document's goal is to give parents and students a safe, relaxing, and friendly environment. The school is aware that achieving these goals will require the unwavering dedication and cooperation of the whole school community.

There will occasionally be circumstances that make it impossible to achieve those goals and provide grounds for criticism. To expeditiously and satisfactorily resolve any such incidents, the school has implemented a Complaints Procedure that will be utilized in the school.

It is important that complaints are raised at the earliest possible opportunity to enable the matter to be dealt with speedily and effectively. An early informal approach is often the best means of resolution of minor problems.

Principles of the procedure

The following guidelines are followed throughout the complaints process to guarantee its efficacy and to offer a structure for communication between parents, students, and the school.

Fairness - The school strives for a fair grievance procedure that ensures equal treatment for all.

Courtesy – all communication in relation to this procedure should be based on mutual respect, trust and courtesy.

Accessibility – The school aims to have a complaints procedure that is easy to understand, easy to access and well publicized. There is a core team of teachers and parents are involved in resolving the processing of the complaints

Timeliness – The school aims to ensure that all complaints are dealt with in a timely manner.

Effectiveness – the complaints procedure is monitored and reviewed to ensure it continues to be effective.

Attentiveness – All parents and students have every opportunity to voice their complaints and you can be sure that we will listen. If necessary, we will inform you about the treatment and status of your complaint.

Guiding principles:-

Anonymous complaints cannot be followed-up as they are not traceable.

Any complaints made against the employees will be communicated to them within five business days. The stakeholders need to look for solutions that both the student and the employee can agree on.

What can a complaint be based upon?

The complaint can be based on either or both of the following two criteria:

- The student does not experience a secure and safe psycho-social environment while under the employee's care or, where the employee insults or offends a student.
- The student finds the pedagogical practice of the employee unsatisfactory. The nature of the complaint itself will determine how the grievance will be handled. Complaints will be dealt with in an equal manner, whether they are received orally or in writing. Complaints can be submitted to the home room tutors, coordinators, or directly to the School Management

Handling complaints:

At DPGA we have different committees formed under different disciplinary issues and grievances. Each team consists of teachers, council members and parents who actively put their involvement in dealing with the complaints.

- It is the recipient's responsibility to see that the complaint is forwarded to the appropriate person for processing. If the student or guardian requests assistance in pursuing the complaint, the school is required to provide it.
- When a group of students files a complaint, the Section Representative, Head Boy, Head Girl, or Council Member shall file the complaint on their behalf. Certain grievances could concurrently concern the classroom setting and instructional strategies. The Principal will have a moral duty to address these grievances. The Principal shall be in charge of determining the nature of the complaint and outlining the other possible course of action that should be taken.

Informal Complaint procedure:

Student, Parent, and Guardian Sometimes, parents can speak openly and directly with school personnel about concerns. It might not be evident at this point if the parent is complaining, asking for information, or misinterpreting the circumstances.

In any case, the school wants to quickly and effectively address this problem at this time. However, if the issue is not handled right away and the parent confirms the complaint, they will have the chance to speak with the Coordinator or another suitable staff member over the phone, in person, or by mail.

In order to address the complaint as quickly as possible, the staff member will talk with the parent and other relevant parties about the problem. The investigation's findings and any recommended actions by the school will be communicated to the parent.

In the event that no suitable resolution can be reached through the informal process, the staff person handling the complaint will ask the parent whether they would like the complaint to be formally reviewed at the first level of the process. The parent will be requested to submit the complaint in writing by email to the HOS if they would like to move forward with it.

Formal Complaint procedure:

The school has allotted responsibility to the internal group of teachers which is a customised platform for the parents/ legal guardians to communicate with the teachers and to raise concerns formally to the School. Any concerns regarding the child safety & day-to-day concerns can be communicated to the school by the school diary.

The Principal will decide, after considering the complaint, the appropriate course of action to take. In most cases, the Principal will meet or speak to the parents concerned within five working days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage. It may be necessary for the Principal to carry out further investigations. The Principal will keep written/digital records of all meetings and interviews held in relation to the complaint. Once the Principal is satisfied with that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Principal will also give reasons for the decision.

Complaints from students:

Students can directly inform their respective coordinator about any issues affecting their mental and physical health.

In order to address any complaints, students may contact the appropriate class mentor assigned to them.

Students being the main stakeholders of the institution may feel free to put up a grievance in writing a mail to dpgacares@mes.ac.in

Pertaining to the grievances and decisions in the IBDP, it is routed through the DPC via mail on ibdpcordinatorpga@mes.ac.in or face to face on a written document.

Enquiry upon results (EUR) –

IBDP After each exam session the IB offers schools a range of services through Enquiry Upon Results, which can be found via the IBIS website.

Enquiry Upon Results, for a fee, and depending on what you are ordering, with student and parent permission, allows schools to apply for:

- Category 1: Individual candidate re-mark
- Category 2a: return of externally assessed material charged by component
- Category 2b: return of externally assessed material charged by subject/level for an individual candidate
- Category 3: Remoderation of internal assessment sample work

The following step has to be followed for EUR

Step 1: DP Coordinator informs the Candidates / Guardians about applying for Enquiry upon results (EUR) (All Categories) after the result declaration

Step 2: Candidate approaches DP coordinator after consulting Subject teacher

Step 3: DP coordinator explains the process, details about the fees etc. and the consent of the candidate(s) or his or her legal guardian(s) ensuring that the candidate and/or the legal guardians are aware that the grade may go up or down.

Step 4: Candidate / guardian understands the process and send the letter of consent to DP coordinator

Step 5: DP coordinator sends the request to IB

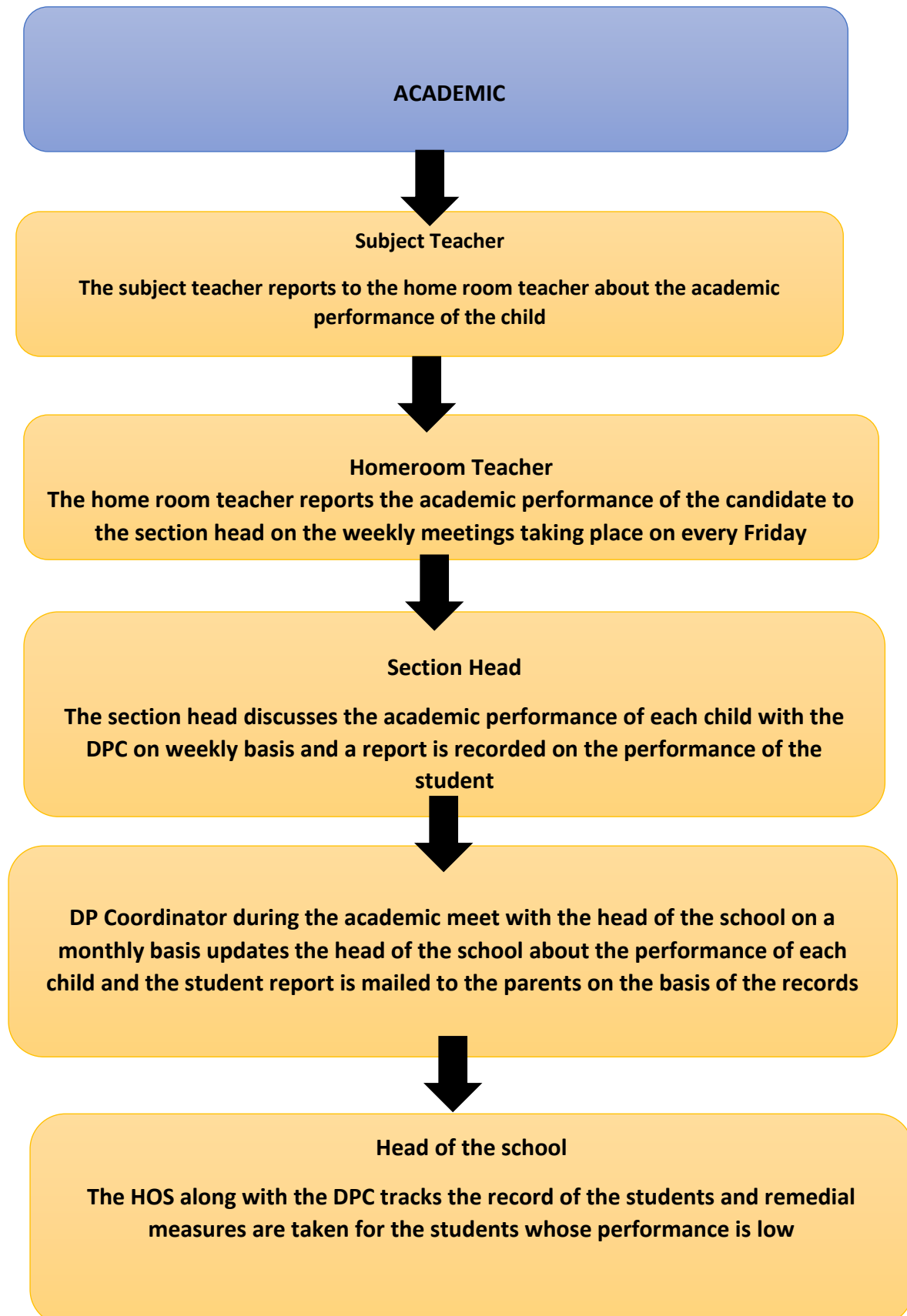
Step 6: DP Final Award Committee goes through the process. If there is a grade change, the new grade will be reflected in the candidate website once the EUR is completed.

DP coordinator informs the candidate about the updates.

Predicted Grades – IBDP

If a student feels that the predicted Grade given by the teacher is lower than what the child feels, he/she can approach the coordinator. The Predicted grades procedure is then shared with the student and parents and the process of reaching that particular grade is explained in detail.

IBDP Academic Track record



Discipline Committee for the Academic year 2023-24

Bus Committee In charge Teachers

Ms. Purnima (Pre-Primary)

Ms. Sushma (Primary)

Ms. Deepali (Check point)

Ms. Leviya (IGCSE)

Extra-Curricular Activities In charge Teachers

Ms. Veena M (Pre-Primary)

Ms. Nikita K (Primary)

Ms. Vaishali N (Check point)

Ms. Malviya (IGCSE)

Class Discipline In charge Teachers

Ms. Neha V (Pre-Primary)

Ms. Vidhya N (Primary)

Ms. Veena D (Check point)

Ms. Manisha U (IGCSE)

References:

- A Handbook for procedures for Diploma Program: IB Publication,

Links:

<https://www.ibo.org/contact-the-ib/feedback-and-complaints>

IB Support: support@ibo.org

<https://www.ibo.org/contentassets/fab8ccef45b743c0a68def9ea989385/ib-complaints-procedure-nov-2018-en.pdf>