



## NES International School Mumbai

- IB Continuum World School

---

SCHOOL CODE: 003810

---



## Complaints and Procedure Policy



**NURTURE**



**TRANSFORM**



**EMPOWER**

## **Introduction**

NES International School Mumbai(NESISM) -IB Continuum World School prioritizes the growth and development of its students as the foremost objective. The relevant authorities treat any grievances, students and parents raise with utmost seriousness, and the school has established a comprehensive system for addressing such concerns.

NESISM is committed to ensuring that all stakeholders are consulted, informed and actively participate in the decision-making process. We provide sufficient opportunity for any complaint to be fully discussed and resolved.

This procedure guide explains how to file a complaint and outlines the possible escalation steps. It also describes the processes for managing student and parent grievances and appeals around this.

NESISM is committed to providing an excellent quality of service. We value your views and feedback, we receive and aim to make continuous improvements to this mission.

### **Objective:**

- 1) To provide a clear, fair, and accessible mechanism for students and parents to voice complaints or concerns.
- 2) To develop an organisational framework to address the grievances of students.
- 3) To establish structured interactions with students and staff to elicit information, and academic & administrative processes on their expectations.

### **Nature of Complaints or Grievances:**

The complaints and grievances can be about:

- Students learning and teaching
- Students' behaviour, emotional wellbeing
- School facilities
- Faculty members

The school complaint and concern procedure does not cover any complaints with respect to:

- Admission Policy
- Any disciplinary action taken under the School Academic Integrity Policy
- Any complaint which goes against any religion, community or ethnicity and
- Fees charged by the school

NESISM takes concerns seriously and will make every effort to resolve the matter as quickly as possible. The school recognizes that a student's education will be enhanced by the wholehearted support of parents and appropriate accessibility to its faculty and Senior Pedagogical Leadership Team.

### **Complaint Escalation Procedure:**

#### **Initiate a complaint**

Initiate a complaint through formal or informal channels of communication.

#### **Acknowledgement**

The school will acknowledge receipt of the complaint within one working day via e-mail to the parent/ student.

#### **Review of the complaint**

A review committee comprises of:

- Homeroom teacher
- Convenor
- Coordinator
- Counsellor

#### **Resolution time:**

Depending upon the nature of the complaint the final resolution will be conveyed to the parent within 2 to 5 working days.

In case of an emergency parents/students can contact the section coordinator/ counsellor directly.

## **Procedure to raise a complaint:**

Our school aims to be fair, open and honest when dealing with any complaint. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the child's interests above all other issues.

### **1. Initiating a Complaint or an Appeal:**

Students are allowed to express their concerns openly either through formal or informal channels outlined below.

**Informal Complaint:** An informal complaint is defined as an academic or non-academic issue that a student has with a teacher or staff member of the school and reports it verbally/written to the Homeroom teacher/Counsellor/Convenor/Coordinator.

**Formal Complaint:** A formal complaint is defined as an academic or non-academic issue that a student has with a teacher or staff member of the school and reports it to the homeroom teacher/counsellor/coordinator or any higher authority through an established channel of communication (e-mail). This includes the following predefined procedures set by the school management, ensuring a structured and systematic approach to addressing concerns.

### **2. Acknowledgement of Receipt:**

The school will acknowledge receipt of the complaint or appeal within 1 working day.

### **3. Review Process:**

- ❖ Any complaint or question by the parent /guardian or student (complainant) should first be addressed to the Homeroom Teacher through an email or verbally, describing clearly the situation that led to the concern/ complaint.
- ❖ The teacher/staff member will reply orally or in writing as appropriate within 1 working day, after receipt of the email with a solution.
- ❖ If the issue is not resolved and the complainant chooses to pursue the matter further then it can be taken ahead to the grade convenor/ coordinator, counsellor and a formal meeting can be arranged with the parents along with the Homeroom teacher, Convenor/ Coordinator within 2 working days of the complaint.
- ❖ The complainant may choose to accept the decision, if not the matter can be taken further to the Head of School. Within 5 days of receiving the complaint, the Head of School will suggest a solution/ negotiate/address the matter.
- ❖ In case of an emergency and a matter of sensitivity, parents can contact the coordinator directly.
- ❖ In some important cases, the parents can write to the Head of School on the email and expect feedback within 2 working days after receiving the mail.

## **Confidentiality:**

Parental complaints or concerns will be treated in a confidential manner and with respect. Knowledge of the complaint or concern will be limited to the Head of School and those directly involved. It is the school's policy that complaints made by parents will not rebound adversely on their children in any way.

## **Rights and Responsibilities:**

### **Parents making a complaint will:**

- Treat all parties with respect and courtesy and maintain confidentiality
- Raise the concern or complaint as soon as possible after the issue has arisen, and provide complete and factual information about the concern or complaint
- Ask for assistance or further information as needed
- Act in good faith to achieve an outcome acceptable to all parties
- Have realistic and reasonable expectations about possible outcomes/remedies

### **In return, parents lodging a concern or complaint with NESISM can expect to:**

- Be treated with respect, courtesy and consideration
- Have their complaint dealt within an efficient and timely manner
- Have personal information treated as confidential
- Have their complaint considered impartially and by due process

The final decision regarding the concern or complaint will be at the discretion of the school authorities.

## Whom to contact:

	Whom to Contact	PYP	MYP	IBDP
<b>General Queries/ Concerns (School policies/ procedures - admin related)</b>	Front Office	<a href="mailto:contact@nesism.in">contact@nesism.in</a>	<a href="mailto:contact@nesism.in">contact@nesism.in</a>	<a href="mailto:contact@nesism.in">contact@nesism.in</a>
<b>General Queries/Concerns (School Policies/ Procedures - Academic related)</b>	Section Coordinators	<a href="mailto:rakhi.vishwakarma@nesinternational.org">rakhi.vishwakarma@nesinternational.org</a>	<a href="mailto:cimmy.ajithkumar@nesinternational.org">cimmy.ajithkumar@nesinternational.org</a>	<a href="mailto:bharti.shivnand@international.org/dphelpdesk@nesinternational.org">bharti.shivnand@international.org/dphelpdesk@nesinternational.org</a>
<b>Academic concerns</b>	Section Coordinators or Head of School	Same as above	Same as above	Same as above
<b>Staff related concerns</b>	Section Coordinators or Head of school	<a href="mailto:rakhi.vishwakarma@nesinternational.org">rakhi.vishwakarma@nesinternational.org</a> <a href="mailto:admin@nesism.in/primrose.m@nesinternational.org">admin@nesism.in/primrose.m@nesinternational.org</a>	<a href="mailto:cimmy.ajithkumar@nesinternational.org">cimmy.ajithkumar@nesinternational.org</a> <a href="mailto:admin@nesism.in/primrose.m@nesinternational.org">admin@nesism.in/primrose.m@nesinternational.org</a>	<a href="mailto:bharti.shivnand@nesinternational.org">bharti.shivnand@nesinternational.org</a> <a href="mailto:admin@nesism.in/primrose.m@nesinternational.org">admin@nesism.in/primrose.m@nesinternational.org</a>
<b>Any other relevant issues</b>	Counsellor	<a href="mailto:meghana.jathar@nesinternational.org">meghana.jathar@nesinternational.org</a>		
	Access and Inclusion Educator	<a href="mailto:jahnavi.datar@nesinternational.org">jahnavi.datar@nesinternational.org</a>		

Parents are informed of the guidelines and expectations during the orientation session conducted following the reopening of school. Further, the policy is accessible on the school website and is formally shared with both the parent and student community in document form.

## **Bibliography:**

- International School Dhaka, Complaints Procedure on Academic/IB Programme Decisions.
- Smt. Sulochanadevi Singhanian IB World School (DP) Thane, Complaint Handling Policy for IBDP.
- Garodia International School Mumbai.
- The British International School, Bratislava, Complaints Policy and Procedure
- Jayshree Periwai International School, Jaipur
- Fountainhead School, Student Grievance Redressal Mechanism