



TRIVANDRUM INTERNATIONAL SCHOOL

COMPLAINTS POLICY



Drawn up by: Mr Richard Hillebrand, Director of Academics

Date: August 2019

Date of Next Review: August 2021

Reviewed 2022



Vision

Empower young learners to become the next generation of global leaders with a lifelong passion for learning and caring.

Mission

- We envision our students as open minded, lifelong learners who strive to make their worlds better
- We envision our teachers as catalysts of student success, as well as their own
- We envision our schools as dynamic and inspirational environments in which to learn, teach and grow
- We envision our schools making a positive and sustainable impact on their communities

INTRODUCTION

The purpose of this policy is to outline how Trivandrum International School will handle concerns and complaints raised by parents and/or guardians about the services the School provides. We aim to acknowledge concerns that are raised within two working days. The School's aim is to deal with concerns and complaints speedily and offer clear explanations to enable parents and/or guardians as full an understanding as possible.

Driven by the motto, "learning for life," the Trivandrum International School is committed to mould a new generation of leaders by creating confident, sensitive, responsible and informed global citizens with a lifelong passion for learning and caring.

We aim to create learners with universal values who accept all cultures, religions and individual differences, to bring about a positive and peaceful influence to society. They should learn how to learn and have a desire to appreciate the richness of their own cultural heritage and to serve humanity.

CONCERNS AND COMPLAINTS:

A concern or complaint can be raised by a parent or guardian.

Student concerns are dealt with through other processes. A student concern might be taken up by a parent or guardian.

A concern may be defined as *'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'*.



A complaint may be defined as *'an expression of dissatisfaction however made, about actions taken or a lack of action'*.

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints procedure. Trivandrum International School takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

If you have difficulty discussing a concern with a particular member of staff, we will respect your views. In these cases, the Principal will refer you to another staff member. Similarly, if the member of staff directly involved feels unable to deal with a concern, the Principal will refer you to another staff member. The member of staff may be more senior but does not have to be. The ability to consider the concern objectively and impartially is more important.

We understand however, that there are occasions when people would like to raise their concerns formally. In this case, the School will attempt to resolve the issue internally, through the stages outlined within this complaints procedure.

HOW TO RAISE A CONCERN OR COMPLAINT

A concern or complaint can be made in person, in writing (including by e-mail) or by telephone.

Concerns should be raised with the class teacher, Section Head or the Principal. If the issue remains unresolved, the next step is to make a formal complaint.

Complaints against school staff (except the Principal) should be made in the first instance, to the Principal via the school office. Please mark them as Private and Confidential.

Complaints that involve or are about the Principal should be addressed to Ms Sapnu George, the Executive Director, via the school office. Please mark them as Private and Confidential.

We will not normally investigate anonymous complaints.

A complaint must be raised within a month of the incident or, where a series of associated incidents have occurred, within a month of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply.

RESOLVING COMPLAINTS

At each stage in the procedure, Trivandrum International School wants to resolve the complaint. A complaint will be investigated by the School and clear response provided. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation



- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review school policies in light of the complaint
- an apology.

WITHDRAWAL OF A COMPLAINT

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

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