



ANSAR ENGLISH SCHOOL, PERUMPILAVU

• STANDARD OPERATING PROCEDURE

COMPLAINT HANDLING

Reference No: AES/CH/SOP/01

Process Name: Complaint Handling

Process Objectives:

The purpose of this SOP is to handle complaints from students, parents, and teachers in an aspect of maintaining a healthy and productive educational environment. A well-defined policy is essential to ensure that these concerns are addressed promptly, fairly, and effectively.

This policy aims to outline the procedures and principles governing the handling of complaints from these stakeholders within an educational institution. It is designed to promote transparency, open communication, and resolution while upholding the institution's values and commitment to quality education.

Scope of the process

This SOP applies to all procedures in connection with complains and concerns that arise from all stakeholders throughout the Academic year.

Process Owners: Ms. Ravya KR

Committees active in the school

1. Students Grievance Cell
2. Grievance Redressal Committee for Teachers.
3. Grievance Redressal Committee for Parents
4. Committee against sexual harassment at work place

General Procedure :

- All stake holders should have easy access to the complaint handling process and be aware of their rights and responsibilities.
- The process should be transparent, with clear guidelines and timelines for resolution.

- Complaints will be treated with impartiality, without bias towards any party.
- The institution will appoint qualified and unbiased individuals or committees to investigate and resolve complaints.
- Complaints will be handled with utmost confidentiality, respecting the privacy of all parties involved.
- Information related to the complaint will be disclosed only on a need-to-know basis.
- The institution is committed to resolving complaints in a timely manner, acknowledging receipt of the complaint promptly and providing updates on the progress of the resolution process.
- The institution will take responsibility for addressing complaints effectively and ensuring that appropriate corrective actions are taken, if necessary.
- Efforts will be made to resolve complaints through mediation, where applicable, to foster understanding and collaboration among all parties.
- In cases where mediation is not feasible or fails, a formal resolution process will be followed.
- All complaints and their resolutions will be thoroughly documented, ensuring a record of the process and outcomes.
- This policy serves as a framework for addressing complaints from students, parents, and teachers. The following sections will detail the specific procedures and steps to be taken when handling complaints, including the roles and responsibilities of relevant parties, the escalation process, and methods for continuous improvement in the complaint handling process.
- It is imperative for all members of the educational institution community to be familiar with this policy to ensure a conducive and harmonious learning environment for all.

PROCEDURE FOR HANDLING COMPLAINTS/SUGGESTIONS - PARENTS

WRITTEN COMMUNICATION

1. Parents report issues in writing to the Jr. Principal/Head Teacher through the school diary or email.
2. Face-to-face discussion between Jr. Principal/Head Teacher and the Parent.
3. Report to Vice Principal & Principal.
4. Vice Principal initiates a meeting with the Parent if necessary.
5. Referral to Parents Grievance Cell if investigation is needed.
6. Parents Grievance Cell investigates and submits recommendations to the principal.
7. Second sitting with the Parent to communicate recommendations.

EMERGENCY CASES

1. Direct approach to the principal or prior appointment.
2. Face-to-face interaction with the principal.
3. Referral to Parents Grievance Cell if investigation is needed.
4. Parents Grievance Cell investigates and submits recommendations to the principal.
5. Communication of recommendations to the Parent in a second sitting.
6. Timeline: One week

PROCEDURE FOR HANDLING COMPLAINTS/SUGGESTIONS - STUDENTS

A. VOICE BOX

1. Establishment of voice boxes in accessible locations for students.
2. Custodian (Jr. Principal/Head Teacher) collects letters weekly.
3. Submission to Vice Principal for verification.
4. Presentation of consolidated concerns in review meetings.
5. Formation of an action plan based on major concerns.

B. REPORTING TO CLASS TEACHER

1. Student drafts a letter to the class teacher.
2. Forwarded to Jr. Principal/Head Teacher of the section.
3. Referral to Student Grievance Cell for investigation.
4. Principal communicates recommendations to the concerned parties.

C. EMERGENCY CASES

1. Student approaches Jr. Principal/Head Teacher.
2. Meeting initiated with the principal.
3. Referral to Student Grievance Cell if investigation is needed.
4. Principal communicates recommendations to the concerned parties.

D. PROCEDURE FOR HANDLING COMPLAINTS/SUGGESTIONS - TEACHERS VERBAL COMMUNICATION:

1. Teachers may approach their respective Jr. Principal/Head Teacher to report a matter.
2. The Jr. Principal/Head Teacher will initiate a discussion with the concerned teacher.
3. If the issue persists, the Jr. Principal/Head Teacher will escalate the matter to the Vice Principal.
4. The Vice Principal will convene a meeting with the teacher in the presence of the respective Jr. Principal/Head Teacher.

5. If resolution is not achieved, the Vice Principal will report the matter to the Principal and arrange a meeting with the teacher, if necessary.
6. Concerns requiring further investigation will be referred to the Teachers Grievance Cell.
7. The Teachers Grievance Cell will conduct an investigation and submit a detailed report to the Principal.
8. The Principal will communicate the recommendations during a subsequent meeting with the teacher.

WRITTEN COMMUNICATION:

1. Teachers are expected to report issues in written format or via email to their respective Jr. Principal/Head Teacher.
2. The Jr. Principal/Head Teacher will conduct a face-to-face discussion with the teacher.
3. The Jr. Principal/Head Teacher will report the matter to the Vice Principal & Principal.
4. If necessary, the Vice Principal will arrange a meeting with the teacher in the presence of the Jr. Principal/Head Teacher.
5. The Teacher Grievance Cell will listen to the teacher, conduct an investigation, and submit the final recommendation to the Principal.
6. The Principal will communicate the recommendations during a second meeting with the teacher in the presence of the Vice Principal & Jr. Principal/Head Teacher.

EMERGENCY CASES:

1. In emergency situations, the teacher can approach the Jr. Principal/Head Teacher of the section.
2. The Jr. Principal/Head Teacher of the section will initiate a meeting with the Principal after consultation.
3. If an investigation is required, the matter will be referred to the Teacher Grievance Cell.
4. The Teacher Grievance Cell will listen to the teacher, conduct an investigation, and submit a final recommendation to the Principal.
5. The Principal will communicate the recommendations to the concerned teacher during a second meeting.

ASSOCIATED DOCUMENTATION AND RECORD

1. Students Grievance Cell Record
2. Email/ Written letter/ Student's diary
3. MOM

4. Recommendation Letter

5. Feedback Form

EXPECTED OUTCOME

The policy for handling complaints typically aims to resolve issues and improve customer satisfaction. The outcome should ideally be a fair resolution that addresses the complaint and prevents similar issues in the future. This may include refunds, replacements, process improvements, or apologies, depending on the nature of the complaint. The specific outcome will vary based on the institution's policies and the nature of the complaint.

Prepared By



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