



COMPLAINT MANAGEMENT POLICY

Objectives

We serve as a structured, official channel where student and staff can voice their concerns without fear of retribution.

- **Accessibility:** Ensuring every student or staff member knows exactly where and how to file a complaint (e.g., complaint boxes, email, or digital portals).
- **Documentation:** Maintaining a formal record of all grievances and the actions taken to resolve them.

Principles Underlying the Policy

- The core of our mission is the **holistic well-being and inherent dignity** of every student. We are committed to fostering an environment where their physical, emotional, and intellectual safety is our most sacred priority.
- We recognize the **invaluable contribution** of every member of our school family—students, families, educators, and staff alike. We uphold a culture of profound mutual respect, honoring the diverse perspectives and humanity of every individual within our collective.
- We believe in the power of **constructive dialogue and active listening**. Our community members are encouraged to share their voices and concerns, with the assurance that every grievance will be met with compassionate attention, unwavering fairness, and a timely commitment to resolution.

BROAD GUIDELINES

Complaints can be made verbally or in writing.

- The feedback may be a:
 - (a) **Complaint:** An expression of dissatisfaction made to school, with respect to its services, applicable statutory and regulatory requirements consistently not met; or
 - (b) **Compliment:** An expression of praise, admiration with focus on maintaining or enhancing stakeholder satisfaction; or
 - (c) **Others:** Suggestions or comment with respect to services / courses offered by Pavna Schools.
- A complaint can be made about the provision of education or conduct of any employee.
- An employee who is subject to a complaint is entitled to be informed of the substance of the complaint.

- Members of the School Executive Committee will maintain confidentiality and impartiality when dealing with each matter and seek to resolve matters at the school level, where possible.
- Persons lodging a complaint are welcome to have a friend or advisor present during any discussions.
- The Committee analyses the complaint, investigates the matter, and replies to the parent or complainant by providing the necessary information or reasons in writing to close the complaint within 7 working days of receipt of the complaint. The Committee copies the reply to the first recipient who can then close the case on her side.
- Should the issue remain outstanding despite the reply, the process owner, in consultation with his supervisor, works to resolve the matter within 14 working days.
- If the complaint still remains open, then the difficult-to-resolve complaint shall be escalated to the Dispute Resolution Committee to be addressed through the Dispute Resolution Policy framework within 21 working days.
- If the process owner has not developed a solution agreeable to the complainant, the matter is escalated to the Pavna School Dispute Resolution Committee, which is chaired by the Pro-Vice Chairperson with the Academic and Examination Board as Members.
- The Pro-Vice Chairperson and relevant Principal will manage the discussions with the complainant to work to resolve the matter within 21 working days.

Minimum Information When Making a Complaint:

You should provide the following information when making a complaint:

- Your name and contact details
- The nature/details of the complaint
- Suggestions/ Resolutions to resolve the complaint

In the case of a verbal or written complaint, we will endeavor to work directly with you to resolve the matter.

If a verbal complaint is complex or very serious, the complainant may be required to restate the complaint in writing or sign a written summary prepared by the Principal.

A written or verbal complaint which contains personal abuse, inflammatory statements that is clearly intended to intimidate will not be addressed and the complainant will be informed accordingly.

Responsiveness:

We will acknowledge receipt of written complaints within 5 school days. We seek to resolve the complaints within 14 days. If, because of the serious nature of the complaint, it is deemed necessary to forward it on to another section of the Department; we will do this without delay. In all cases, you will be kept informed of the progress of your complaint.

Enquiring on a Complaint's Progress:

You may enquire as to the progress of your complaint at any time by directly contacting the members of the Committee. At the time of lodging a verbal complaint, or in the acknowledgment letter for a written complaint, this person will be identified for you.

Outcome of a Complaint: The resolution will be communicated to you in writing.