

Mount Abu Public School

COMPLAINT POLICY

Parents, learners and educators' views are always welcomed at Mount Abu Public School.

In the spirit of true partnership between home, school and the community, all the members are encouraged to share their concerns.

The school always aim for high standards but sometimes things can go wrong or expectations might not be met.

The School has set up its own Rules and Regulations that have been agreed by the School Management Committee.

Kindly check the rules and regulations relevant to your complain before proceeding with a complaint.

Further ,for complaints to be investigated fully full information of the complainant should be provided and not make them anonymously.

POINTS FOR CONSIDERATION

- Raising a concern or making a complaint should not affect the relationship between the school and you or your child.
- When investigating the complaint the school will talk to the learner, witnesses and others involved.
- The school forms a committee to investigate complaints impartially. Once investigations are complete the person making the complaint will receive a response from the school within 20 working days.

If a complaint is made against a member of staff they will be informed and have the opportunity to respond.

The committee will form a complaint panel for further investigations.

THE PROCEDURE FOR COMPLAIN

STEP 1 -INFORMAL

The concern should be made to the school at the earliest opportunity. Concerned educator most closely concerned must be contacted to clarify the facts and resolve

through discussion. A request for discussion with the coordinator may also be desirable before making a formal complaint.

STEP -2 -FORMAL

If not satisfied with the outcome at Step 1 , a formal complaint may be given on the school official email . info@mountabuschool.com. This should be done in writing to the Principal

The investigation will be carried out and the outcome to be communicated within 20 working days after the investigation is over .

The Principal may delegate the task of collating the information to another member of staff but not the decision on the action to be taken.

Once a decision has been reached, the Principal ensures that an action is taken

STEP 3: SCHOOL MANAGEMENT COMMITTEE

Complaints rarely reach this formal level but if needed, a formal complaint to the **School Management Committee** within 5 days of the decision from the school.

This needs to be sent in a sealed envelope via the school office; for the attention of the : **School Management Committee**

The letter needs to set out details of the complaint including why the complainant remain dissatisfied and what outcomes are being sought.

The **Management Committee will form a** complaints panel make its decision in private and conveys their findings and any recommendations to the complainant.