



**SRV International School**

**(School Code: 060202)**

**Parent or Legal guardian and  
Student complaints  
procedures  
(2022-2023)**



**Cambridge Assessment  
International Education**

Cambridge International School



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## **IB Mission and Vision Statement**

The International Baccalaureate aims to develop inquiring, knowledgeable and caring young people who help to create a better and more peaceful world through intercultural understanding and respect.

To this end, the organization works with schools, governments and international organizations to develop challenging programmes of international education and rigorous assessment.

These programmes encourage students across the world to become active, compassionate and lifelong learners who understand that other people, with their differences, can also be right.

## **SRV International School Mission Statement**

We at SRVIS inspire and challenge our students to achieve personal excellence, pursue a passion for learning, be responsible global citizens and take the initiative to make a positive difference in the world.

## **SRV International School Vision**

Our international curriculum, holistic education and excellent academic assessments prepare our students for further studies around the world and position SRV International School as a well-recognized and sought after international school.

Our growing, energetic and enthusiastic international community of students, teachers and parents all would work together to provide a nurturing, inclusive learning environment. The learners will be equipped with the necessary knowledge, skills, beliefs and attitudes so that they would become world class peace-loving citizens

## **IB Learner Profile Attributes**

The aim of all IB programmes is to create internationally minded people who strive for a better and more peaceful world. "**The Learner Profile**" lies at the core of IB, promoting child-centred and holistic learning. **SRVIS** sees the Learner Profile as the embodiment of the IB vision's learning outcomes. The ten qualities in the Learner Profile inspire teachers, students, and schools, defining "international-mindedness." **SRVIS** believes that embracing the IB Learner Profile fosters global citizenship and applies to the whole school community.

<b>Inquirers</b>	We nurture our curiosity, developing skills for inquiry and research. We know how to learn independently and with others. We learn with enthusiasm and sustain our love of learning throughout life.
<b>Knowledgeable</b>	We develop and use conceptual understanding, exploring knowledge across a range of disciplines. We engage with issues and ideas that have local and global significance.
<b>Thinkers</b>	We use critical and creative thinking skills to analyze and take responsible action on complex problems. We exercise initiative in making reasoned, ethical decisions.
<b>Communicators</b>	We express ourselves confidently and creatively in more than one language and in many ways. We collaborate effectively, listening carefully to the perspectives of other individuals and groups.
<b>Principled</b>	We act with integrity and honesty, with a strong sense of fairness and justice, and with respect for the dignity and rights of people everywhere. We take responsibility for our actions and their consequences.
<b>Open-minded</b>	We critically appreciate our own cultures and personal histories, as well as the values and traditions of others. We seek and evaluate a range of points of view, and we are willing to grow from the experience.
<b>Caring</b>	We show empathy, compassion and respect. We have a commitment to service, and we act to make a positive difference in the lives of others and in the world around us.
<b>Risk-takers</b>	We approach uncertainty with forethought and determination; we work independently and cooperatively to explore new ideas and innovative strategies. We are resourceful and resilient in the face of challenges and change.
<b>Balanced</b>	We understand the importance of balancing different aspects of our lives—intellectual, physical, and emotional—to achieve well-being for ourselves and others. We recognize our interdependence with other people and with the world in which we live.
<b>Reflective</b>	We thoughtfully consider the world and our own ideas and experience. We work to understand our strengths and weaknesses in order to support our learning and personal development.

## **Philosophy and Purpose**

### **SRV International School Complaint Policy:**

SRV International School believes that inputs from *parents, legal guardians, students, or teachers* have explicit value regardless of compliments or complaints. SRVIS gives more weightage to suggestions and complaints than compliments. The school accepts critical feedback from stakeholders and acts on it with integrity. Management and staff never hesitate to listen to the parents/ legal guardians/ teachers/ students when there is a complaint. No complaint is ignored but addressed. The school believes that proper maintenance of documentation will help in solving the issues. The policy not only caters for regular procedures but also to the implementation of IB methodology. Parents can suggest/complain with regard to IB implementation at school. In this regard, parents are orientated about the IB programme implementation every year.

### **Purpose of the Policy:**

The purpose of this policy is to respect the stakeholders and include them in the progressive journey of the school. The policy aims to bring awareness to the stakeholders that the learning community has a role to play not only in complaining but also in cooperating for the progress of the school. All complaints can be dealt with in the best possible way.

### **Definition of a Complaint:**

A complaint is an expression of dissatisfaction against the process or person in terms of school activities. The stakeholders have the right to express their dissatisfaction regarding the happenings at school. The learning community has agency in voicing out and also takes ownership of playing the correct role in complaining or receiving a complaint from others.

## **Complaints, Suggestions, or Feedback**

### **Complaints, Suggestions, or Feedback include:**

- Programme implementation of IB or Cambridge International
- Teaching-Learning and/or Assessment if it is not as per the philosophy of IB or Cambridge International

- Behavioral aspects of the students or staff within the school campus, including bullying, petty fights, disrespect, and humiliation
- General safety within the school campus
- Any other genuine relevant issues

## Process and Procedure

SRVIS follows a transparent process and procedures in dealing with complaints. The school maintains transparency and an unbiased system in dealing with the issues.

### **Building a Culture of Communication:**

SRVIS provides parents/ legal guardians/ teachers/ students with various ways and opportunities to communicate with the school community. They can share feedback, suggestions, or complaints through the following methods:

- *Orally at the campus* - Front Office
- Write in the *student handbook*
- Send an *email to the Parent Coordinator or concerned authority*
- Communicate through *Phone calls/ WhatsApp messages*
- Take *appointments and visit* the concerned person
- *Free walk-in* once in a week to meet the team
- *Coffee meetings* - twice a year with the management
- *Regular feedback slips* to be filled after every school visit by parents.
- *Complaint Box and Documentation* - A complaint box is placed in a common place at the school accessible to parents, legal guardians, students, and teachers. The box is opened every Monday by the parent coordinator. All feedback is shared with the Coordinators, Head of School/ Vice President, and Senior Management. Relevant action is taken at the earliest within a week.
- A *Google folder named "Concerns"* is maintained. The document is updated with ongoing concerns and is accessible to the Coordinators, Head of admin, Head of School/ Vice President, and Vision holder of the school.

### **Viewing and Handling Complaints in a Positive Manner:**

Once a complaint is received, it is accepted with positivity and passed on to the concerned person. The school respects the emotional values and self-esteem of the parents/ legal guardians/ students and teachers. No student or teacher is questioned without valid evidence of an allegation.

### **Mechanism of Handling Complaints at School:**

- The parent coordinator passes the complaint to the concerned person, who could be a class teacher, coordinator, head of admin or the Head of School/ Vice President.
- The concerned person investigates the complaint by interacting with concerned people or documents.
- If the issue is simple and can be solved by the class teacher, it will be attended to by the class teacher, and the message is passed to the coordinators.
- If the complaint needs additional attention, it is shared with the coordinators and Head of School/ Vice President.
- Coordinator or Head of School/ Vice President investigates the issue with the concerned people and refers to the relevant documents.
- If the complaint is more severe, it is brought to the notice of the senior management for further investigation or action.
- The parent is informed about the action taken once the action is taken.
- The details of the complaint and the action taken are documented.

### **Policy Review**

The policy was created in 2022 and will be reviewed in 2025.

### **References**

1. "How to Manage Complaints" - The Key for School Leaders. Retrieved from: <https://schoolleaders.thekeysupport.com/pupils-and-parents/engaging-parents-and-carers/resolving-issues/how-manage-complaints/?tab=maintained-schools>
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5. "Parent, Legal Guardian, and Student Complaint Procedure 2021-2" - GEMS Our Own Indian School. Retrieved from: <https://gsis.ac.in/wp-content/uploads/2022/01/Parent-Legal-Guardian-and-Students-Complaint-Procedure-2021-2.pdf>
6. "Policy for Parents' Concerns and Complaints" - Department of Education and Training, Victoria. Retrieved from: <https://www.education.vic.gov.au/Documents/school/principals/spag/community/policyparentsconcerns.pdf>
7. National Education Policy 2020: [https://www.education.gov.in/sites/upload\\_files/mhrd/files/NEP\\_Final\\_English\\_0.pdf](https://www.education.gov.in/sites/upload_files/mhrd/files/NEP_Final_English_0.pdf)