



Akal Academy, Baru Sahib

Parent or legal guardian and student complaints procedures

Introduction

At Akal Academy, every student, parent and member of the staff has the right to express their grievances and submit an appeal. All concerns and complaints will be treated seriously and confidentially. Written records of all complaints will be maintained, whether they are resolved at the preliminary stage or proceed to a panel probe. Correspondence, statements and records relating to individual complaints will be kept confidential except where a judicial body requests for the information.

IB Rules regarding internal complaints redressal

Article 6: Internal complaints procedure

Article 6.1: The school must have in place written procedures for how it will deal with complaints and students' requests for appeals against IB programme decisions taken by the school, ensure that details of these procedures are made widely available and accessible to all students, and operate in accordance with such procedures.

Article 6.2: The school must inform parents or legal guardians about the school's procedures for addressing complaints and students' requests for appeals of IB programme decisions taken by the school.

Akal Academy philosophy on complaints redressal

Akal Academy is committed to providing an excellent quality of service. A procedure has been created to assist all the parents and students with the resolution of complaints related to any of the school services provided including implementation of the IB program. We value the views and feedback we receive and aim to make continuous improvements.

While dealing with the feedback and/or complaints we believe there must be:

Fairness – we aim to have a fair complaints procedure that ensures treating everyone equally.

Courtesy – all communication in relation to the complaint should be based on mutual respect, trust and courtesy.

Accessibility – we aim to have a complaints procedure that is easy to understand, easy to access and well published.

Timeliness – we aim to ensure that all complaints are dealt with in a timely manner.

Effectiveness – the complaints procedure is monitored and reviewed to ensure its effectiveness.

Attentiveness – The complainant will be given every opportunity to put forward his views and feedback, and you can be assured that we are listening. We will update you on the process and status of your complaint.

General steps for resolution of parent /guardian's complaints

In order to ensure the complaints redressal process effective, the following procedure is followed till the complaint is resolved to the fullest satisfaction of the students and/or parents.

Step 1: Complaints can be submitted personally in writing or through email address in the Administrative Office. (mainoffice.aabs@akalacademy.ac.in OR admin@akalacademy.ac.in)

Please ensure that you provide as much information as necessary about your complaint/appeal.

Specifically, the following details to be supplied:

- Your name, address for contact, Contact number and email address to allow us to contact you regarding the complaint.
- If you are a parent or legal guardian, kindly mention the name of the student, admission number and class in which your ward is currently learning.
- Details of previous communication, if any, regarding the same subject with copies of documents (wherever relevant).

Step 2: The Administrative office will acknowledge the receipt of the complaint within 12 hours of lodging the complaint.

Step 3: The Administrative office will sort out the complaint and forward it to the competent authority like the Floor Managers, PYP Coordinator, Principal/Head of School OR Director, as per the nature and severity of the complaint.

Step 4: The complainant may be contacted during the investigation, in case more information or clarification is needed. If required clarity, we may also get inputs from the student, if the student is a part of the matter/issue.

Step 5: Minor issues, which don't require much investigation, will be resolved at the Floor Manager/PYP Coordinator level and the complainant will be intimated in writing the steps taken or resolving of the issue. If the complainant is satisfied, he/she will give it in writing and the file/case is closed. If it is not resolved at this level it's referred to the Head of School/Director for further advice.

Step 6: The school management team deliberates and takes a decision on the course of action and depute special person(s) / Internal Complaints Committee to investigate facts on the matter, wherever necessary. The investigating team / Internal Complaints Committee completes investigation within 3 working days and submits its findings in written with suggestions to the Principal/Director.

Step 7: The School Management Team studies the report and takes appropriate action to the satisfaction of the complainant without compromising the philosophy and interests of the institution.

Step 8: The complainant is intimated about the steps taken for resolving the issue. In case, the issue is of some school policy matters and need further time, the parent is intimated about the same.

Step 9: Once the matter is resolved to the satisfaction of both the complainant and the school, intimation is given in writing and all records of communication and resolution is filed in the student's personal file in the administrative office of the school.

Steps for resolution of student's complaints

Step 1: Complaints should be submitted in writing to the Homeroom Teacher / Floor managers/ PYP Coordinator OR Head of School as per the nature of the complaint.

The complaint/application must include:

- Name, admission number and class to allow us to contact with regards to the complaint.
- Details of the complaint including date of incident, if relevant

Step 2: The Homeroom Teacher/Floor Manager who received the complaint, studies the details and discuss with PYP Coordinator with a detailed report and suggestion.

Minor issues can be resolved at this level and the child and /or the parent can be intimated about the actions taken to resolve the issue. Record of details and actions are maintained in student's personal file.

Step 3: In case the matter is of serious nature, the PYP Coordinator will further study facts/investigates details and discuss the issue with the Head of School / Director as per requirement.

Step 4: The School management team takes appropriate action to resolve the matter and informs, in writing, the student and /or parent about actions taken to resolve the matter. All details are recorded and maintained in the student's individual files in the school administrative office.

Types of complaints and appeals

The complaints/appeals are categorized under various heading like Program related; Academics; Pastoral care; Physical / sexual violence or miscellaneous.

Complaints and appeals can be sent to the following school email id:
mainoffice.aabs@akalacademy.ac.in OR admin@akalacademy.ac.in

A. Program related complaints and appeals

Program implementation and decisions related complaints and appeals can be sent in the written form or as emails to the Program Coordinator or the School Administrative Office.

The complaint/appeal will be dealt by the PYP Coordinator at the first level. The matter is discussed with the concerned student/parent for more details, if needed shortly after receiving the complaint and look for resolution and sort out the issue.

In case the appeal/complaint is of serious nature or which involves some policy matters, the matter will be reported to the Head of School or Director for further guidance and an early resolution.

The complainant will be intimated in writing, within 3 working days, about the steps taken to address the concern. If the complainant is satisfied with the measures taken by the School to address the matter raised, the matter is marked as 'closed'. Records of all meetings / communication from both sides will be filed in the student/staff file for future reference.

B. Academic / Pastoral care related complaints and appeals

Academic or pastoral care complaints and appeals can be sent in the written form or as emails to the Program Coordinator or the School Administrative Office.

The complaint/appeal will be dealt by the PYP Coordinator at the first level. The matter is discussed with the concerned student/staff for more details shortly after receiving the complaint and look for resolution and sort out the issue.

In case the appeal/complaint is of serious nature or which involves some policy matters, the matter will be reported to the Head of School or Director for further guidance for an early resolution.

The complainant will be intimated in writing, within 3 working days, about the steps taken to address the concern. If the complainant is satisfied with the measures taken by the School to address the matter raised, the matter is marked as 'closed'. Records of all meetings / communication from both sides will be filed in the student/staff file for future reference.

C. Physical violence related appeals/complaints

Any complaint involving physical violence from peers/staff must be reported in writing giving complete details of the incident including the venue and date to the School Counsellor / Program Coordinator or the Head of School. Alternatively, the matter can be reported to the School Administrative Office through email.

Enquiry of the incident will be done by the Internal Complaints Committee to get into the complete details. First the concerned student(s) and/or staff will be summoned to collect details.

If the incident is of low intensity altercation resulting in a minor scuffle, it will be sorted out by counselling the members involved and the matter is closed, after taking a written undertaking, if both sides agree. In case, the matter is of serious nature with visible injuries, it will be referred to the Head of School/Director to take final action. The complainant will be informed of the actions taken and all records to be maintained in the student/staff file.

D. Bullying / Sexual violence

Akal Academy strives at a working culture based on the principles of mutual respect and safe working spaces as members of one family. Any complaints related to bullying/ sexual abuse by fellow students and /or staff will be taken very seriously and dealt with accordingly.

Any such matter can be reported verbally/in written to the School counsellors/ Program Coordinator or the Head of School. Preliminary inquiry will be done by the internal complaints committee to collect supporting circumstantial evidences including CCTV footage. The findings will be reported to the Head of School/Director for further action like rusticate the guilty student or immediate dismissal of the staff member involved after informing the law enforcing agencies for further actions under the law.

E. Miscellaneous

Any complaints outside the above mentioned can be submitted to the School Administrative Office/Program Coordinator through email or in written form.

Details of the complaint will be collected by the internal complaints committee where the matter is resolved at their level by talking to concerned persons or refer the matter to the Head of School/Director for a final resolution.

IB Standards and Practices

Leadership 4.4: The school ensures that students and legal guardians are informed of the general characteristics of relevant programme(s) and how the school implements them. (0201-04-0400)

Approaches to assessment 3.4: The school implements, communicates and regularly reviews consistent and fair systems and processes for reporting student progress and handling appeals or challenges. (0404-03-0400)

Review Cycle

This document was created in November 2020 and reviewed annually in February/March.

References:

- Rules for IB World Schools document 2020
- IB Standard and Practices document 2020
- My IB Appendix 1: Documentation for preliminary review
- Guide to programme evaluation (for use from September 2020)