

## COMPLAINTS POLICY

### School Mission Statement:

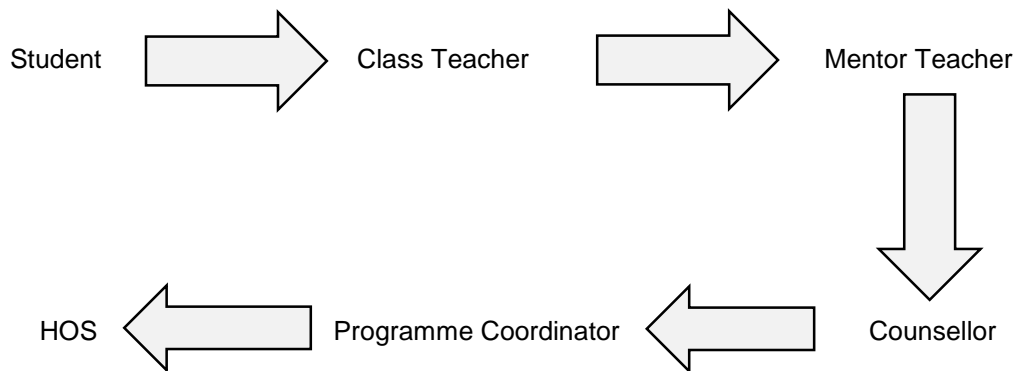
Committed to the highest standards of pedagogy and education to keep the flames of learning ignited for life, Knowledgeum ensures that all students achieve their highest potential to join the global community of learners and contribute proactively towards creating a better world through intercultural understanding and respect.

### Purpose:

**'Nothing goes unresolved'** is the primary purpose of this policy. This policy ensures that all the complaints are heard and handled fairly. The policy aims to handle concerns while maintaining a focus on learners' well-being and supporting them as they continue to be interested in their studies. The multi-layer complaint redressal system provides easy access to the complainants and also quick intervention for the complainant's satisfaction.

### Procedure:

#### Registering a complaint:



A student can lodge a complaint to any of the faculty members directly, depending on the nature of the complaint.

- In case of a general behavioural issue in the class, a student can register an oral or written complaint to the class teacher. The class teacher will counsel the concerned parties, and if necessary, the matter will be escalated to the mentor teacher and school counsellor for further counselling
- Students can register a complaint directly to the program coordinator or the head of the academy for any academy-related or other issues involving any faculty member
- Students can register an oral or written complaint of any kind to a faculty member of their preference. The faculty member will then bring the matter of concern to the school authority without further delay

- The head of the academy should be informed immediately in the event of ragging, sexual misconduct, physical assault, or any other serious issue. The academy is under obligation to inform and involve parents and concerned authorities, as per the law of the land
- Complaints are not only limited to the occurrences on the academy premises, as the academy holds a larger responsibility of safeguarding its students from any potential threat. A student can register a complaint or reach out to authorities against anyone if safety and security are feared

#### **Recording the Complaint:**

1. Complaints of any nature, oral or written, must be recorded. The class teacher or other teachers will make a written entry of the matter in the teacher's diary with a brief description of the complaint and action taken.
2. The school counsellor will maintain the record of counselling sessions and ensure the complainant is satisfied with the action taken.
3. In matters of grave concern, the program coordinator must maintain a separate file and record all details, including the statements from the concerned parties followed by the date and their signatures.
4. In case of physical violence, sexual abuse, or ragging, the school office will summon the parents of concerned parties. Their statements should mandatorily be taken in the presence of the academy head. The head of the academy will then decide on a further course of action. The school office and the program coordinator will maintain all records for further investigation.

#### **Action at the School Level:**

- The academy will initiate counselling sessions for all minor issues and try to bring behavioural changes in candidates
- In case of repeated offences, parents will be called to the academy office
- The candidate may be suspended from school for a period of time for causing an uncomfortable situation to other students or faculty members, repeatedly
- Candidates shall face dismissal from the academy if found guilty of being involved in physical violence, sexual abuse, and ragging
- As per the law of land, matters of serious concern are to be informed to the competent government authorities with the approval of academy authorities

#### **Unanimous:**

There is a complaint box placed on the academy premises. Students can use the facility to drop complaints of any nature and seek immediate attention.

**Complaints of Secret Nature:**

The academy understands that certain complaints must be dealt with in secrecy for a fair solution and the well-being of learners. Students or parents can produce such complaints in a sealed envelope directly to the head of the academy.