



D Y PATIL
INTERNATIONAL SCHOOL
NAVI MUMBAI



SCHOOL GRIEVANCE AND COMPLAINT POLICY

OUR MISSION

To create a community of life-long learners working together in a caring, challenging and nurturing environment that encourages enthusiasm, international mindedness, independence and responsibility where academic and personal potential can be achieved.

OUR VISION

We aspire to be a school from which students gain a sense of personal accomplishment, self-confidence, and a lifelong love for learning. By fostering critical thinking through the inquiry process, our students develop a broad range of competencies for their future endeavours. We value a strong partnership where parents contribute to the education and success of their children. We foster a well-qualified, highly-skilled and approachable faculty, and expect and support their professional development. We inspire our students to strive for excellence in all aspects of their development. We inspire our students to strive for excellence in all aspects of their development: academic, intellectual, creative, social, physical and emotional. We expect our students to become productive individuals and principled world citizens. We respect every individual and every culture in our community. We believe that our diversity of cultures, languages and experience is a source of strength, inspiration and knowledge. We promote the exchange of ideas and an atmosphere of openness amongst students, faculty, parents and administration.

DYPIS Grievance and Complaint Policy is designed to provide a fair and transparent process for addressing concerns, grievances, and complaints within our educational institution. This policy aims to foster a positive and conducive learning environment by encouraging open communication, resolving conflicts promptly, and ensuring the well-being of all stakeholders, including parents, guardians, and students. Our commitment to addressing grievances and complaints in a respectful and confidential manner underscores our dedication to continuous improvement and the overall development of our school community.

Aims and Purpose

- To provide an accessible and effective channel for addressing grievances and complaints.
- To ensure that complaints are handled impartially and with sensitivity.
- To foster a culture of transparency, accountability, and continuous improvement.
- To maintain confidentiality while conducting investigations.
- To facilitate fair resolutions and promote positive relationships within the school community.

Scope of the Policy

This policy applies to all stakeholders within the school community, including students, parents, guardians, teachers, staff, and volunteers.

Definition of Key Terms

- **Grievance:** A grievance is a formal expression of dissatisfaction about a specific matter or incident related to the school's policies, procedures, or decisions that affect an individual or group.
- **Complaint:** A complaint is an informal or formal expression of dissatisfaction about any aspect of the school's services, facilities, or staff members.

Types of Grievances and Complaints

Grievances and complaints can include, but are not limited to:

- Academic concerns (grading, assessment, teaching quality, Programme-related)
- Bullying or harassment
- Discrimination or unfair treatment
- Safety and security issues
- Facilities and infrastructure concerns
- Communication problems

Complaint Procedure - Parent, Guardian & Students

We, at DYPIS, follow an 'open door policy' and welcome suggestions and comments from parents and take any complaints and concerns that they may raise very seriously. We encourage parents to bring any concern to our attention as early as possible so that we have the opportunity to make necessary amendments or explain the school's position before the concern becomes more serious. We give careful consideration to all complaints as we strongly believe that each complaint is an expression of genuine dissatisfaction and make every effort to address and resolve the matter as quickly as possible.

We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the learner above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

This Policy document advises all persons on how to direct a complaint and procedures that need to be followed.

Complaint Procedure:

Stage 1

At this stage parents, guardians, and students may raise concerns or complaints with their ward's Homeroom Teacher or Subject Facilitator by email, telephone (official only) or by requesting a meeting to discuss the issue with the respective teacher, staff member, or relevant authority involved. In such cases, the issue is resolved immediately.

Stage 2:

In cases where initial attempts to resolve the issue remain unsuccessful and the parent is not satisfied with the response of the faculty member or feels that the matter is sufficiently sensitive or serious, they should contact the Programme Coordinator by email or through appointment. The Programme Coordinator will discuss the problem with the parent and the student and the concerned faculty member. An attempt to resolve the complaint will be made keeping the interests of all stakeholders in mind.

For matters concerning emotional wellbeing of the student, the parent should contact the Programme Coordinator who will discuss the case with the school counsellor and devise and initiate a suitable plan of action with the consent of the parent.

Stage 3:

For certain matters which are deemed as sensitive and serious, the parent may contact the Head of School via email or seek an appointment to discuss and resolve the matter. However, the issue would still have to be referred back to and discussed with appropriate members of the School Management Team.

Principles of the Procedure

In line with the IB and CIE Complaint handling procedure and to ensure an effective complaint handling process, the following principles are applied-

- All complaints will be handled impartially and fairly.
- All communication in relation to this procedure will be based on mutual respect, trust and courtesy.
- Confidentiality will be maintained throughout the process.
- Complaints will be addressed promptly and without prejudice.
- Feedback on the outcome will be provided to the complainant.
- The complaints procedure will be monitored and reviewed to ensure it continues to be effective.

Timeline and Stages of Investigation

- If the parent has made a complaint or suggestion via email, they will receive a response within two-three working days, acknowledging their mail and explaining how they/the school propose to proceed.
- In many circumstances, there may arise the need to discuss the issue with one or more colleagues and consider further before a response can be made or a decision is taken. In these cases, the parent will be given a date by which they will receive a further response.
- Alternatively, the parent may be invited to a meeting at the school.

These timeframes may be reviewed if complaints are ongoing during school holidays.

The stages of investigation, if required, shall involve:

Gathering relevant information and documentation related to the complaint

Conducting interviews with the parties involved and any witnesses

Assessing the evidence and information collected

Determining appropriate resolutions or actions

Communicating the decision to the complainant

Confidentiality

All information related to the complaint will be treated with strict confidentiality and shared only with the Head of School and those directly involved in the investigation. It is the school's policy that complaints made by parents will not rebound adversely on their children in any way.

Anonymous complaints will not be entertained.

Staff Disciplinary Procedures

Any action taken under staff disciplinary procedures, following parental complaints, will be handled confidentially within the school. Parents would be informed that appropriate action had been taken as per the school policy if the school deems it to be necessary without divulging the details.

Responsibilities of the Staff

- To address informal complaints promptly and with empathy
- To ensure the recording of complaints, implemented actions
- To ensure that all complaints relating to academics and non-academics are brought to the notice and discussed with the Programme Coordinator
- To cooperate with the investigation process and provide relevant information as and when needed.

Feedback Procedure

The school will provide feedback to the complainant regarding the outcome of the investigation and any actions taken via email. In case of a face -to-face/ virtual meeting, the minutes of the meeting shall be shared with the parents.

Monitoring and Recording

- The school will maintain records of all complaints, investigations, and resolutions an indicator of how the school is meeting the needs of its students and addressing parent satisfaction
- Patterns and trends will be studied and analysed by the Senior Leadership Team and proactive actions will be taken to prevent re-occurrence

Grievances pertaining to CIE and IBDP

Complaints about results and grading - CIE

In case learners and parents are unhappy with their result or feel they are incorrect, the point of contact is the exam officer who will be able to clearly explain the options available and can contact CIE on behalf of the learners and parents. Concerns about results will only be considered when they are submitted as an Enquiry about Results request through the formal process that only Cambridge Schools can access.

A member of the Complaints Team will acknowledge the complaint within 2 working days. All complaints are investigated by a senior manager and the response is received within 10 working days of acknowledgement.. CIE will keep the center informed where this is the case.

Complaints about results and grading -IBDP

If the parent/student is not satisfied with the results they may request a clarification meeting with the Diploma Programme Coordinator who would clarify assessment components and weightings and explain how the final grade was calculated. They should understand that the Final IB grades are awarded by the International Baccalaureate (IB), not by the school. If the parent/student still wishes to proceed, the school will guide them through the IB Enquiry Upon Results (EUR) process. All EUR requests must be submitted through the DP Programme Coordinator.

Common EUR options include:

- Clerical re-check
- Re-mark of externally assessed components
- Re-moderation of Internal Assessment

Points of contact:

- Academic matters - Subject teachers and the Section Coordinator
- Behavioural issues- Section Coordinator
- Uniform: uniforms@dypisnerul.in
- Fee related matters – accounts@dypisnerul.in
- Other infrastructural issues Principal principal@dypisnerul.in
- For unresolved issues/ serious/sensitive matters – Principal principal@dypisnerul.in

Communication of School Grievance and Complaint Policy

The Grievance Policy is introduced to the DYPIS community through the Curriculum Handbook/school website and during orientation sessions. New staff are familiarized with the document during the Teacher Induction programme.

Implementation and Review:

This policy is reviewed periodically to ensure its effectiveness and alignment with the school's evolving needs. The pedagogical leadership team reviews the implementation of the policy throughout the school on a regular basis. The last review was completed on 8th May 2025.

References:

- 1. Reach British School Abu Dhabi. Policy for Dealing with Parental Complaints.** Reach British School, Apr. 2021,
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- 2. Cambridge Assessment International Education. How Cambridge Manages Feedback and Complaints.** Cambridge Assessment International Education,
<https://www.cambridgeinternational.org/about-us/our-standards/how-cambridge-manages-feedback-and-complaints/>
- 3. GEMS Cambridge International School Dubai. Complaints Policy.** GEMS Cambridge International School Dubai,
https://www.gemscis-dubai.com/-/media/Project/GEMS/CIS_GEMS_Cambridge_International_School_Dubai/_Files-and-Documents/policies/Complaints-Policy.pdf



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