



# **Ilmesters**

## **Parent/Legal Guardian and Student Complaint Procedure**

At Ilmesters, we have an open-door policy and a cordial atmosphere. We practice open-mindedness and differing viewpoints are respected across the board. The school encourages students and parents to discuss any challenges and complaints they encounter so they can be resolved to the satisfaction of the stakeholders. The following procedures are followed in case of complaints:

### **Procedure:**

We appreciate if the complaints are dealt amongst the parties and/or individuals involved in an informal and friendly manner. However, if a parent or student has to bring forward a complaint, it should be done in time and immediately to ensure appropriate action is taken. The individual can:

- Speak to the Homeroom Teacher, ask for advice, request to speak to the person responsible on your behalf, OR
- Contact the Programme Coordinator and the Principal through email or phone

Prior appointment needs to be taken to meet the teacher, coordinator, and/or principal. The staff member will further investigate and resolve the matter within 3 working days. Should the matter not be addressed in 3 working days, the individual can make a formal written complaint to the next authority in line.

The next authority will investigate and go through actions taken earlier and will try to resolve the issue within 5 working days. Formal meetings with the individual/party and person responsible may be conducted to reach a satisfactory solution.

### **Procedure in case of Complaint Against Students' Behaviour:**

Students' holistic development is an integral part of teaching and learning. This includes behaviour management, mental-well-being, social skills, and emotional intelligence. There is zero tolerance for bullying and physical violence in school.

To ensure a conducive environment of the school where each child feels safe and secure, the following procedure will be followed:

- On the very first incident of bullying or violence, the child will be referred for counselling to the student counsellor/disciplinary committee. Parents will be informed of the action
- A second incident would lead to a written warning along with a meeting with the student and his/her parents to resolve the matter and ensure corrective measures are taken. Student may not be able to participate in certain school activities. Any such decision will be taken after a discussion with parents of all parties involved.
- If such an episode is repeated, the students will be suspended from the school for 3-5 working days. Parents will be approached, and any decision will be taken in consultation with parents of all parties involved
- Any next unfavorable incident will result in expulsion from the school.

**Procedure in case of Complaint Against Parent's Attitude towards School Staff Members:**

Parents are considered partners of the school. We believe that parents involvement is important for a child's development and without them the school can not achieve its aim and mission. At Ilmesters, parents are invited to be involved during events, classroom engagements etc. Parent volunteers are also welcomed during field trips, events, assessments, and learning activities. We strive to have a cordial working association with all our stakeholders and to take them on board for school's long-term plan, students' progress and various other matters. Parent Body Representatives Group is established to support school-parent communication and to work towards a common goal of further strengthening the school's practices and overall student development.

Ilmesters is very keen in building healthy relationship with all its stakeholders including the staff members who are dedicatedly giving their services to ensure ethical, physical, social, and moral development of students and smooth running of the school. We expect all stakeholders to show respect towards each other and would not accept harsh language, bad attitude, and personal comments towards people working at Ilmesters. This includes but is not limited to administrative staff, teaching staff, management team and domestic staff. If in case any stakeholder is found in a breach of this code, the school will follow the following procedure:

- Parent will be sent a written notification mentioning the negative attitude faced by the staff member and stating to give a written apology.
- If written apology is received, the case will be closed from the school's side with a warning that if such an incident is repeated, the school reserves the right to expel the student as to protect the respect and integrity of its staff members.
- In case if the parent is unwilling to submit an apology letter, the school will reserve the right to end any sort of relationship with the parent which may result in expulsion of the child at the end of the term.

**Procedure in case of Complaint Against School Decisions for IB Programmes:**

Parents and students' feedback is valued at Ilmesters. Their queries and complaints are taken constructively for the betterment of IB Programmes at school. In case parents and students have concerns and complaints, they are:

- Encouraged to contact the Programme Coordinator through email or phone. The parent and student body are provided with relevant email addresses at the beginning of the year during Orientation.
- If the matter cannot be addressed over email or phone, a virtual or in person meeting can be scheduled with the Programme Coordinator to discuss the matter in depth.
- If the complaint is unresolved through the Programme Coordinator, the parents can request a meeting with the Principal.

**Principles:**

- Confidentiality will be ensured
- No action will be taken against the person/party to bring forward a reasonable complaint
- Fair investigation will be conducted before a decision is made

**Parent/Legal Guardian and Student Complaint Procedure Policy Review**

Parent/Legal Guardian and Student Complaint Procedure policy is a working document. The policy will be reviewed and revised annually. Changes will be implemented if and when needed. The policy is available on the school's official website.

Every year an email is sent out to parents giving them an opportunity to comment on the policies. At the end of the year in May, teachers from PYP/MYP/DP review and discuss policy documents in groups. The changes/suggestions that are put forward by a group of teachers and received from parents are then discussed as one large group of all staff, Coordinators, and Head of school. Final relevant changes are then noted, the amendment is done by the coordinators.

**Communication of the Policy to all Stakeholders**

The Ilmesters Academy's Parent/Legal Guardian and Student Complaint Procedure Policy is made available in the school library, and with the school secretary. Parents are sent policy documents with the Orientation Pack as well every year.

Excerpts of this document are also included in the yearly MYP/DP Parent-Student as well. The copy can be sought for reading from the office on request.

Teachers have access to the soft copies of all policy documents on shared Google Drive and through the library.