



**Complaints Procedures**  
**(Last reviewed on March 2023)**



### **KiiT International School Parents', Students' and legal Guardians' Complaint Procedure**

It is quite normal for individual parents, students and local guardians to express their concern, complaint or dissatisfaction with some of the school community's legitimate interests. This could be about the school policies, procedures, admission or actions taken by teaching staff or the school management. This document was prepared by the school management committee to provide a friendly, welcoming and conducive environment for parents and students. KiiT International school management has understood that the community's aspirations can only be achieved by the wholehearted commitment and support of every stakeholder in the school. Sporadically, situations may arise that impede the fulfilment of the aims and objectives of the management and cause complaints from parents, students and local guardians , school staff and third party members. Therefore, to avoid such incidents as much as possible, the school has drafted a Complaints Procedure to be followed in the school. Complaints must be raised at the earliest opportunity to deal with the matter quickly and effectively. An early informal approach is often the best way to resolve minor problems.

The following principles are applied throughout the complaint procedure to ensure its efficacy and provide a legal framework for communication between parents, students, employee and the school management. The discipline committee has tried to ensure that the procedure is fair, courteous, accessible, timeless, effective, and meticulous.

The school management treats every stake holder equally. Therefore, all the students, parents and employee can submit their complaints if and when they have a grievance. The complaint procedure is based on mutual respect and trust. The school committee believes that the process should be accessible to all concerned and easy to understand. The school committee tries to solve every



complaint promptly, justly, and quickly. The committee also reviews and reflects on their work and effectiveness from time to time.

**Information to stake holders to raise a concern or to make a complaint:**

A concern or complaint can be done by written or over telephone to the lower to higher level of management in charges according to the need of the urgency. They may also be made by a third party acting on behalf of a complaint, as long as they have appropriate consent to do so. The concern can be raised from starting by class teacher or the programme coordinator. If the complaint is remained unsolved the in the next step is to do complain to the management through higher authority such as head of the school, vice principal or Principal. However, the complaints should not be approach to individual members of the board because they do not have power to act on individual basis. If any stake holder complaints against school staff below the hierarchy of the head of the school, should be made to the head of the school via school administration office and it should be confidential. Complain against head of the school, vice principal and principal should be given to board of director confidentially. Any complain against any dean and director should be given to clerk of Governing body. Anyone wants to give a complaint must raise the issue within one week of the incidence. However, we can accept complaint outside of this time frame in exceptional circumstances only.



### **Anonymous complaints:**

KiiT International school generally not investigate any forms of anonymous complaint. However, the principal or director, if found appropriate, decides whether complaint warrant an investigation.

### **General Complaint Procedure**

The KiiT International complaint policy is available to all school stakeholders on kiiTIS website. It is also available in the IB student's Handbook and on request from the school's management, such as the principal, head of the school and programme coordinator. If stakeholders, such as parents or students, complain, the school management will act by the following procedure.

### **Resolving complaints:**

At each stage of the complaint procedure, KiiTIS management wants to solve the issue through mutual understanding and cooperation. We will acknowledge that the complaint is upheld in whole or part if required. In addition, we may offer one or more of the following:

- An apology verbally or written letter for future evidence.
- An explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the time scales within which any changes will make.
- Accepting that the situation could have been managed differently or better.
- An undertaking to review school policies in light of the complaint.
- An undertaking that we will make sure that the event complained or will not recur.

### **Stage 1**

During the incidence of a complaint, both boarding and day scholars should contact their homeroom teachers during school hours. If any incident happens in the hostel, boarding students can approach their house parents. Homeroom teacher and house parent collect the evidences of



incidence in the form of verbal or written statement as per the requirement and try to solve it immediately as per the procedure. If its is not resolve, they can bring the matter to the coordinators. The programme coordinator will try to solve the issue by putting in his analytical effort. If the coordinator is not able to resolve the issue on his own. In that case, the coordinator and disciplinary committee member dealing with the problem will make a written or digital record of all concerns and complaints and the date they were received and try to solve them. If the case is not resolved satisfactorily between the member of the disciplinary committee member and the student, the parent(s) will be advised to proceed with their complaint under the next level of the procedure.

## **Stage 2**

Suppose the complainant is not resolved of the outcome at Stage 1 and wishes to resolve the matter further. In that case, the party can escalate the complaint to Stage 2 to arrange a meeting with the governing bodies of the school, where they directly discuss the issue with the chairperson, Principal, vice principal, and discipline committee head. However, a request to escalate to Stage 2 must be made to the personal secretary of the principal and chairperson, via the school office, within one week of receipt of Stage 1 output. The secretary will write to the pursuer to inform them of the meeting date, which is the final stage of the grievance procedure. They will aim to convene a meeting within seven school days of receipt of the Stage 2 request. If this is not possible, the secretary will provide an anticipated date and inform the complainant. However, KiiT International School only encourages both parties to bring legal representatives to the committee during the meeting. But the school will allow for occasions when legal representation is appropriate. In the second stage, the governing bodies will not listen to any new complaints or consider evidence unrelated to the initial complaint to be included. Recent complaints must be dealt with from Stage 1 of the procedure. The meeting will be held in private. Prior knowledge and consent of all parties attending must be sought before meetings or conversations occur. Electronic recordings of meetings or discussions are not customarily permitted unless a complainant's disability or special needs require it. Stage 2 output will be announced by governing bodies head,



**Dr.Monalisa Bal.** The response will also advise the complainant on escalating their complaint should they remain dissatisfied.

**Enquiry Upon Results (EUR) for graduated IBDP students.**

After each exam session, IBO offers schools a range of services through Enquiry Upon Results, which can be found in the IBIS website. Enquiry Upon Results can be made for a fee the amount of which depends on what you are enquiring / demanding. With the permission of the student and the parent(s), the school can to apply for:

- Category 1: Individual candidate re-mark.
- Category 2a: Return of externally assessed material (Charged by component).
- Category 2b: Return of externally assessed material (Charged by subject/level for an individual candidate).
- Category 3: Re-moderation of internal assessment sample work.

The following step has to be followed for EUR

- Step 1: DP Coordinator informs the Candidates / Guardians about applying for Enquiry Upon Results (All Categories) after the result publication.
- Step 2: Candidate approaches DP coordinator after consulting Subject teacher
- Step 3: DP coordinator explains the process, details of the fees etc. and obtains the consent of the candidate(s) and/or his or her legal guardian(s), ensuring that the candidate and/or the legal guardians are aware that the grade may go up or down.
- Step 4: Candidate / guardian understands the process and send the letter of consent to DP coordinator.
- Step 5: DP coordinator sends the request to IB
- Step 6: DP Final Award Committee goes through the process.



- Step 7: If there is a grade change, the new grade will be reflected in the candidate website once the EUR is completed. DP coordinator informs the candidate about the updates.

**Complaint policy team:**

- Dr. Sanjay Kumar Suar (Principal/Head of the school)
- Miss. Priya Wadha (Vice principal)
- Mr. Krishna Chand (Administrative Officer)
- Mr. Rory McNamara (Head of International curriculum)
- Mr. Kartick Chandra Sahoo (IBDP Programme coordinator)
- Dr, Sunita Bal (IBDP Deputy Coordinator)
- Mr. Shyam Sunder Rajaram (IBDP English and TOK teacher)
- Mr. Pitambar Biswal (CBSE Chemistry teacher)
- Md. Asif Eqbal Khan (Sports department head)
- Miss. Vinita Mohanty (IBDP2 Homeroom teacher)
- Miss. Chandralekha Ratha (IBDP1 Homeroom teacher)
- Mr. Bibudhendra Tripathy (House parent in hostel)