



PARENT OR LEGAL GUARDIAN AND STUDENT COMPLAIN AND PROCEDURES.

IB Mission Statement

The International Baccalaureate® aims to develop inquiring, knowledgeable and caring young people who help to create a better and more peaceful world through intercultural understanding and respect. To this end the organization works with schools, governments and international organizations to develop challenging programmes of international education and rigorous assessment. These programmes encourage students across the world to become active, compassionate and lifelong learners who understand that other people, with their differences, can also be right.

Amity Global School-Gurgaon, Mission Statement:

Our mission is to nurture young minds through a sound educational program which is sensitive to the multicultural ethos, to create caring and socially responsible individuals. The school promotes and ensures that each student has ample opportunities to be an impressive communicator, a keen inquirer and one who enhances his/her academics, social and sporting skills, thereby developing into a well-balanced personality.

Amity Global School-Gurgaon ,Vision Statement

At Amity we believe in creating a happy environment as a happy student creates a happy home leading to a happy society, a happy country and further a happy world.

The concept of Vasudhaiva Kutumbakam (The world is one family) is the foundation of our functioning.

IB Learner Profile

Inquirers: We nurture our curiosity, developing skills for inquiry and research. We know how to learn independently and with others. We learn with enthusiasm and sustain our love of learning throughout life.

Knowledgeable: We develop and use conceptual understanding, exploring knowledge across a range of disciplines. We engage with issues and ideas that have local and global significance.

Thinkers: We use critical and creative thinking skills to analyse and take responsible action on complex problems. We exercise initiative in making reasoned, ethical decisions.

Open-Minded: We critically appreciate our own cultures and personal histories, as well as the values and traditions of others. We seek and evaluate a range of points of view, and we are willing to grow from the experience.

Caring: We show empathy, compassion and respect. We have a commitment to service, and we act to make a positive difference in the lives of others and in the world around us.

Risk-Takers: We approach uncertainty with forethought and determination; we work independently and cooperatively to explore new ideas and innovative strategies. We are resourceful and resilient in the face of challenges and change.

Balanced: We understand the importance of balancing different aspects of our lives—intellectual, physical, and emotional—to achieve well-being for ourselves and others. We recognize our interdependence with other people and with the world in which we live.

Communicators: We express ourselves confidently and creatively in more than one language and in many ways. We collaborate effectively, listening carefully to the perspectives of other individuals and groups.

Principled: We act with integrity and honesty, with a strong sense of fairness and justice, and with respect for the dignity and rights of people everywhere. We take responsibility for our actions and their consequences.

Reflective: We thoughtfully consider the world and our own ideas and experience. We work to understand our strengths and weaknesses in order to support our learning and personal development.

Definition of Complaints and Grievances:

Complaints refer to specific concerns raised by parents or guardians regarding their child's education, safety, or any other relevant matters within the school.

Grievances refer to complaints that have not been resolved satisfactorily through regular channels and require further intervention.

Objective of the Policy:-

This policy aims to establish a fair and transparent process for addressing and resolving complaints and grievances raised by parents or guardians of students enrolled in our school.

We appreciate and value our parents as worthy stakeholders, to ensure effective communication with parents and provide a systematic grievance redressal system.

Grievance Redressal System

- **Review Committee:** Establish a Grievance Redressal Committee consisting of members who are impartial and not directly involved in the complaint. The committee should include representatives from different stakeholders, including parents, teachers, and school management. This policy is to allow an open and responsive complaints' handling process to ensure that complaints are dealt with quickly and as fairly as possible
- **Appeal Process:** Parents may appeal to the Grievance Redressal Committee if they are dissatisfied with the resolution provided by the initial complaint process. The committee will conduct a fair and independent review of the complaint, gather additional evidence if necessary, and provide a final decision.
- **Final Decision:** The decision of the Grievance Redressal Committee will be communicated to the parents in writing, outlining the reasons for the decision.
- **Confidentiality:** The school will ensure the confidentiality of all parties involved in the complaint process, sharing information only on a need-to-know basis.

Procedure for implementation:

- **Point of Contact:** A specific staff member, such as the HRT followed by PYPC is designated as the primary point of contact for receiving complaints and grievances. School clearly communicates the contact details of the designated person to parents.
- **Complaint Procedure:** Parents can submit their complaint in writing or through emails. The complaint should include relevant details such as date, time, nature of the complaint, parties involved, and any supporting evidence. The designated staff member will acknowledge receipt of the complaint within a specified timeframe.

- **Investigation and Resolution:** The school will conduct a thorough and impartial investigation into the complaint, ensuring confidentiality and fairness to all parties involved. The designated staff members work towards resolving the complaint in a timely manner, keeping the parents informed of the progress.
- **Records:** The school will maintain records of all complaints received, actions taken, and resolutions reached for future reference and improvement.
- **In case of escalation/ unresolved matters or dissatisfaction:** If a complaint remains unresolved or the parents are dissatisfied with the resolution, they may request a review by a higher-level authority within the school, such as the Principal or the School Management Committee.

Process of lodging Complaints related to Academics and classrooms.

Step 1: If the complaint or concern is related to academics, about a particular school activity or about one or more students, the parent or guardian should first approach the Home Room Tutor either through mail , by meeting in person or over telephone call.

Step 2: The Home Room Tutor should be able to resolve the complaint and give feedback to the parent and guardian in 24 hours.

Step 3: If the complaint is not resolved in 24 hours, then the parent or guardian can approach the academic Coordinator for that grade either through mail, by meeting in person or over telephone call.

Step 4: The coordinator will take the necessary actions to resolve the complaint and give feedback to the parent and guardian in 24 hours.

Step 5: If the complaint is not resolved within 24 hours, then the parent or guardian can approach the Principal by taking a prior appointment.

Grievance Redressal System in IB PYP

This part of the policy outlines the procedure for lodging and resolving complaints in IB PYP

Informal Resolution

- Parent/student discusses concern with the class teacher first.
- Many issues are resolved at this level.

Escalation to PYP Coordinator

- If unresolved, the matter is taken to the PYP Coordinator.
- Documentation may be requested.

School Leadership Review

- Escalated to the Head of School/Principal if needed.
- Formal written complaint may be required.

Internal/External Assessments and Adverse circumstances.

This part of the policy outlines the procedure for lodging and resolving complaints or appeals related to academic assessment, including concerns over internal or external assessments, adverse circumstances, and results.

This policy applies to:

- All students enrolled in IB DP and Cambridge programs
- Internal and external assessments
- Complaints or appeals arising from grading, assessment conditions, or procedural errors
- Adverse circumstances affecting performance in assessments

All the complaints will be addressed as per the guidelines of IB assessment procedure and Cambridge assessment guidelines. Proper documentation will be done in accordance with IBDP/Cambridge guidelines.

Complaint related to the Administration or Accounts Department

If the complaint or concern is related to the Administration or Accounts Department, then the parent or guardian can directly contact the

concerned person in the department through mail. If the complaint is not resolved, they can then approach the Head of School (Principal).

Amity Global School Leadership and Staff will:

- Ensure that students and parents are aware of the complaint's procedure.

- Manage the complaint process in a timely, fair and equitable manner.
- Work towards a professional approach to listening to the parties involved.
- Ensure confidentiality.
- Ensure complaints made by parents or students will not adversely affect the students.

PLAN FOR IMPLEMENTATION AND REVIEW

The Head of School and Pedagogical Leadership Team accept the responsibility for ensuring the parent or legal guardian and student complain and procedures are put into practice. Teachers and programme coordinators will communicate the procedures to all stakeholders and the same will be published on the school website. The Leadership Team will regularly evaluate implementation of the policy as evidenced by classroom observations and school presentations.

This policy will be reviewed every 2 years to ensure compliance with updated IB and Cambridge regulations.

Reviewed by:

Head of School, Vice-Principal and DPC

PYPC, CIC, HOD English

Head of Admissions

Reviewed on 26th February 2026