



Complaints Management Policy 2026-27

Objective

GD Goenka Global school (henceforward referred to as GDGGS in this policy) recognizes the importance of regular interaction between school personnel and various stakeholders in the community, and especially the importance of interactions between faculty members and parents that support student learning and development. GDGGS is committed to meeting the needs of all students, parents, and other community members as appropriate. However, we recognize that there may be occasions where complaints arise, and the intention of this policy is to provide a clear and transparent explanation of the process that will enable complaints to be dealt with promptly, fairly and proportionately.

Eligibility

Students, parent(s) or legal guardian(s), teachers, or other school staff members may file a complaint.

Principles Underlying the Policy

- In all matters, the educational well-being of students is the first priority.
- All persons in the school community, including students, parents, administrators, teachers and support staff, have a right to be treated with respect and courtesy.
- Parents and community members are able to raise concerns and complaints about any aspect of school life and have them dealt with fairly and promptly.
- Processes for managing concerns or complaints are straightforward, reflect principles of natural justice and operate within the regulatory framework of the Department of Education.

Purpose

To make a genuine effort to ensure that all complaints are investigated fairly at the earliest opportunity, and in a manner that respects all parties concerned.

Complaint

A complaint is defined as any expression of dissatisfaction where a response or resolution is expected. Complaint letters must be written, dated, signed and addressed personally to the Head of School.

All complaints will be considered in an open and fair way. At all times GDGGS will respect the rights and feelings of those involved and deal with complaints seriously and confidentially. There may be occasions when the person dealing with a complaint will need to consider whether anyone else within the school needs to know about the complaint or whether the consent of another individual is required so as to address it appropriately.

Types of Complaints

Complaints may address one or more of the following issues:

- Inter-personal conflicts
- Administrative or procedural conflicts
- Academic programme(s) related conflicts

Resolution

The resolution of a complaint can be an opportunity for the school to improve its practice and develop further a strong partnership with students, parents and/or legal guardians, and school staff.

Guidelines

GDGGS hopes and expects that most complaints will be resolved quickly and formally and usually within five working days. If parents have a complaint they should, in the first instance, contact their ward's teacher. In most cases, the matter will be resolved at this point. If the teacher/parent cannot resolve the matter alone, it may be necessary for him/her to contact the head of school.

Student, teachers, parent(s)/legal guardian(s) on behalf of his/her student, or other school staff members can file a complaint.

It is desirable for any complaint to be addressed by a member of staff at a level closest to the cause of concern.

The School will make a genuine effort to resolve all concerns and complaints. Anyone with a concern is encouraged to discuss the matter directly with the person involved as soon as possible, to prevent issues escalating Concerns.

All complaints will be treated in confidence, however, any person included in a complaint must be informed of the details of the complaint and be given an opportunity to address the complaint.

The daily working hours for making a complaint is from Monday till Friday, 8 A.M. – 3 P.M. at GDGGS School building.

A complaint made directly to the Head of school will normally be referred to the relevant teacher unless the head of school deems it appropriate to deal with the matter personally.

The Head of school/Teacher dealing with the complaint will document the outcome in a letter or e-mail to the parent.

Most complaints will be resolved informally. In the case(s) when this does not happen, complainants will be advised that they may follow a formal procedure.

Complaint Procedure

In dealing with your complaint, we will ensure that you receive:

1. Fair treatment.
2. Courtesy.
3. A timely response.
4. Accurate advice.
5. Respect for your privacy – complaints will be treated as confidentially as possible allowing for the possibility that we may have to consult with other appropriate parties about your complaint;
6. Reasons for our decisions.

Where the complaint is justified, we will acknowledge this and address the complaint you have raised. If, after investigation, it is judged there are no grounds for your complaint, you will be advised accordingly.

Your responsibilities as a person making a complaint

In making your complaint we would expect that you:

1. Raise issues in a timely manner.
2. Treat our staff with respect and courtesy.
3. Provide accurate and concise information in relation to the issues you raise.
4. Use these procedures fully and engage in them at the appropriate levels.

Making a compliant

All school staff will be made aware of the complaints procedures and will be expected to familiarize themselves with the school's process of dealing with complaints to ensure they can be of the most assistance when an issue is brought to their attention.

For the purpose of this policy, where the term "parent" is used it will refer to anyone who has legal custody over a student enrolled at GDGGS.

Complaints that are made anonymously will be handled at the discretion of Academic Coordinators and may be considered using other procedures, depending on the nature of the complaint. For example, anonymous complaints relating to (or appearing to relate to) a child protection matter or alleged criminal activity may be referred to the relevant authorities as appropriate.

Step 1-

Speaking with the person concerned

In the first instance a complaint should normally be raised verbally with the person concerned, so that s/he may have an opportunity to address the issue(s).

This approach would not prevent you from choosing to enter the formal process at a later stage, if you believe that to be an appropriate course of action.

Complaints must be made within the timeframes described in guidelines so that

the administration can promptly investigate and correct any behavior that may be in violation of school.

Step 2.A - Contact the coordinator if your complaint is not resolved

If your complaint remains unresolved following Step 1, you should arrange a meeting with the programme coordinator to discuss the issue(s). In advance of this meeting, you should inform the programme coordinator, of the nature of your complaint so that s/he may be in a position to resolve the problem without further delay.

Step 2.B - Contact the Head of School if your complaint is against a member of staff

If your complaint is against a member staff, you should arrange a meeting with the Head of School to discuss the issue(s). In advance of this meeting, you should inform the Head of School, of the nature of your complaint so that s/he may be in a position to resolve the problem without further delay

In some circumstances the coordinator or the Head of School may not be able to deal effectively with your complaint immediately and s/he may require some time to investigate and prepare a response. If further time is required, you will be informed of the timescale and the likely date by which a response will be issued.

Formal stage Step 3 – Writing to the Head of School

If a complaint is unresolved through the informal process at step 1 and 2, or you feel that indeed it might be more appropriate to initiate the procedures at Step 3. You should write to the Head of School, and state the grounds for your complaint as concisely as possible addressing specifically the issue(s) that are of concern to you.

You will receive a written acknowledgement of your letter within 10 working days. This will confirm that your letter has been received, and either:

1. Provide a response to the issue(s) you raised; or
2. State that your complaint is being investigated and indicate when you can expect a response to be issued (normally a maximum of 20 working days from the date on which your letter was received).

The investigation may require you to meet the Head of School and due notification will be given of such meetings. The Head of School may also talk to the parties relevant to the complaint.

Enquiring on a complaint's progress:

You may enquire as to the progress of your complaint at any time by directly contacting the appropriate person. At the time of lodging a verbal complaint, or in the acknowledgment letter for a written complaint, this person will be identified for you.

Outcome of a complaint:

We will advise verbally or in writing of the outcome of the complaint. The outcome of all written complaints will be provided to in writing,

Rejecting a Complaint:

Complaints judged to be vexatious, trivial or without substance, or where it is judged to not warrant further action, will not be progressed. It will be advised of this decision in writing.

Portals for complaining:

info@gdgoenkaglobal.com

pypcoordinator@gdgoenkaglobal.com

clscoordinator@gdgoenkaglobal.com

principal@gdgoenka.com

- Mails to any member of teaching & admin staff (Principal, coordinator, Admin officer)
- Complaint Box / Conflict Resolution box
Formal complaint Form/Letters

Complaint policy is available on school website and shared with all the members of the school community.