



**NISV**

**Navrachana International  
School, Vadodara**

Educating - Empowering - Enlightening

# **NISV Complaint and Grievance Procedure**



## 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.

## **The School Mission**

Educate and prepare all its students to be life-long learners.

Provide co-curricular and residential facilities of the highest standards in a safe and secure environment. Engage the very best tutors to implement proven national and international curricula.

Teach through contemporary but appropriate methodologies and technologies.

Develop qualities of tolerance, humility and compassion in an environment pervaded with the Indian ethos. Foster attributes of inquiry, critical thinking, creativity, and leadership.

Nurture inherent talents and interest of its students and make them believe in their dreams that will shape their lives into caring, responsible global citizens

## **OBJECTIVE**

This document shall contribute to the predictable handling of complaints put forward by students and/or their guardians where after the school shall ensure a safe and enjoyable working environment under the school's Sexual Harassment Policy and Employee Grievance Policy.

Education is a partnership between the school, the student and the parents. Open communication will support the stakeholders in meeting the needs of the student and fostering the relationship among them.

## **SCOPE**

This document applies to the handling of complaints from the students/ guardians.

## **GUIDING PRINCIPLES**

Anonymous complaints cannot be followed-up.

The Employees will be informed of any complaints made against them within five working days.

The stakeholders must seek to find measures that the employee and the student agree on in order to resolve the issue.

## **WHAT CAN A COMPLAINT BE BASED UPON?**

The complaint can be based on either or both of the following two criteria:

- The student does not experience a secure and safe psycho-social environment while under the employee's care or, where the employee insults or offends a student.
- The student finds the pedagogical practice of the employee unsatisfactory.

The nature of the complaint itself will determine how the grievance will be handled.

Complaints will be dealt with in an equal manner, whether they are received orally or in writing.

Complaints can be submitted to the home room tutors, coordinators, or directly to the School Management.

## **WHO IS RESPONSIBLE FOR HANDLING COMPLAINTS?**

- The person receiving the complaint is responsible for ensuring that it is processed or transmitted to the person who is to handle it. The School is obliged to assist students/guardians in furthering the complaint if this is what the student/guardian seeks.
- In cases where groups of students complain, then the Section Representative/Head Boy/Head girl/council member should put forward the complaint on behalf of the student-group.
- Some complaints may apply to both pedagogical practices and the classroom environment simultaneously. The Principal shall be under a moral obligation to redress such complaints. The Principal will be responsible for assessing and clarifying the nature of the complaint being made and the alternative follow-up course of action to be pursued.

## **HOW WILL THE SCHOOL HANDLE THE COMPLAINT?**

The School is obliged to assist students/guardians in the complaint process if desired. The complaint must be dealt with within five working days and the complainant must be informed of the course of action.

There are two broad categories of complaint against an employee which the school recognizes but is not limited to:

### Category 1

Complaints where the student does not experience a secure and safe psycho-social environment while under the employee's care or, where the employee insults or offends a student. Such a complaint will automatically follow the School's Action Plan Procedure.

### Category 2

Complaints where the student or parents find the pedagogical practices of the employee unsatisfactory.

#### Steps to be followed under a Category 1 Complaint Procedure

What can be complained about:

The Student(s) does not experience a secure and safe psycho-social environment while under the employee's care or, where the employee insults or offends a student.

Examples of this may be that the employee behaves in a way that makes the student(s) feel unsafe, feel offended where they feel that they cannot thrive.

The School's----- Policy is implemented immediately.

There is a strict procedure that the school must follow. The Principal must be notified immediately. The Principal must further notify the Board.

If the complaint is that a student/student group is offended by a member of the School's management, the person who complains can contact the Board directly.

If there is an employee who suspects or is aware of such a case involving the Principal she or he shall contact the Board directly.

#### Steps to be followed in a Category 2 – Pedagogical Practice Complaint

What can be complained about?

If the employee does not follow-up on their duties, this may be related to, for example:

1. Teacher's Absence
2. Assessment Procedures
3. Teaching Practice
4. Classroom Management

In cases of complaints against the employee:

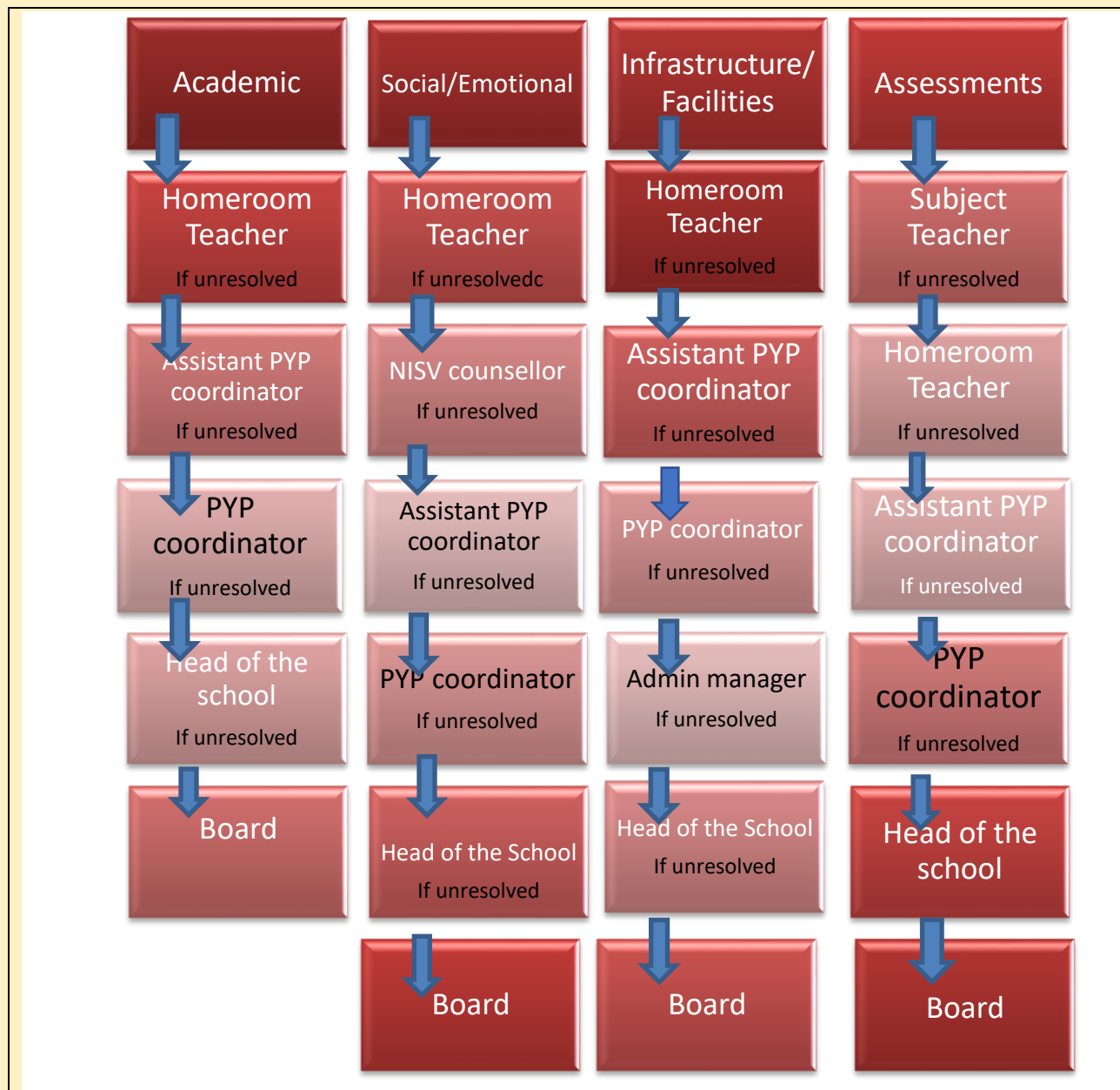
The student/guardian should first address their complaint to the employee. The complaint should be precise and detailed.

The student or the student group can have the assistance of their Class Representative and/or Contact teacher when the complaint is made orally.

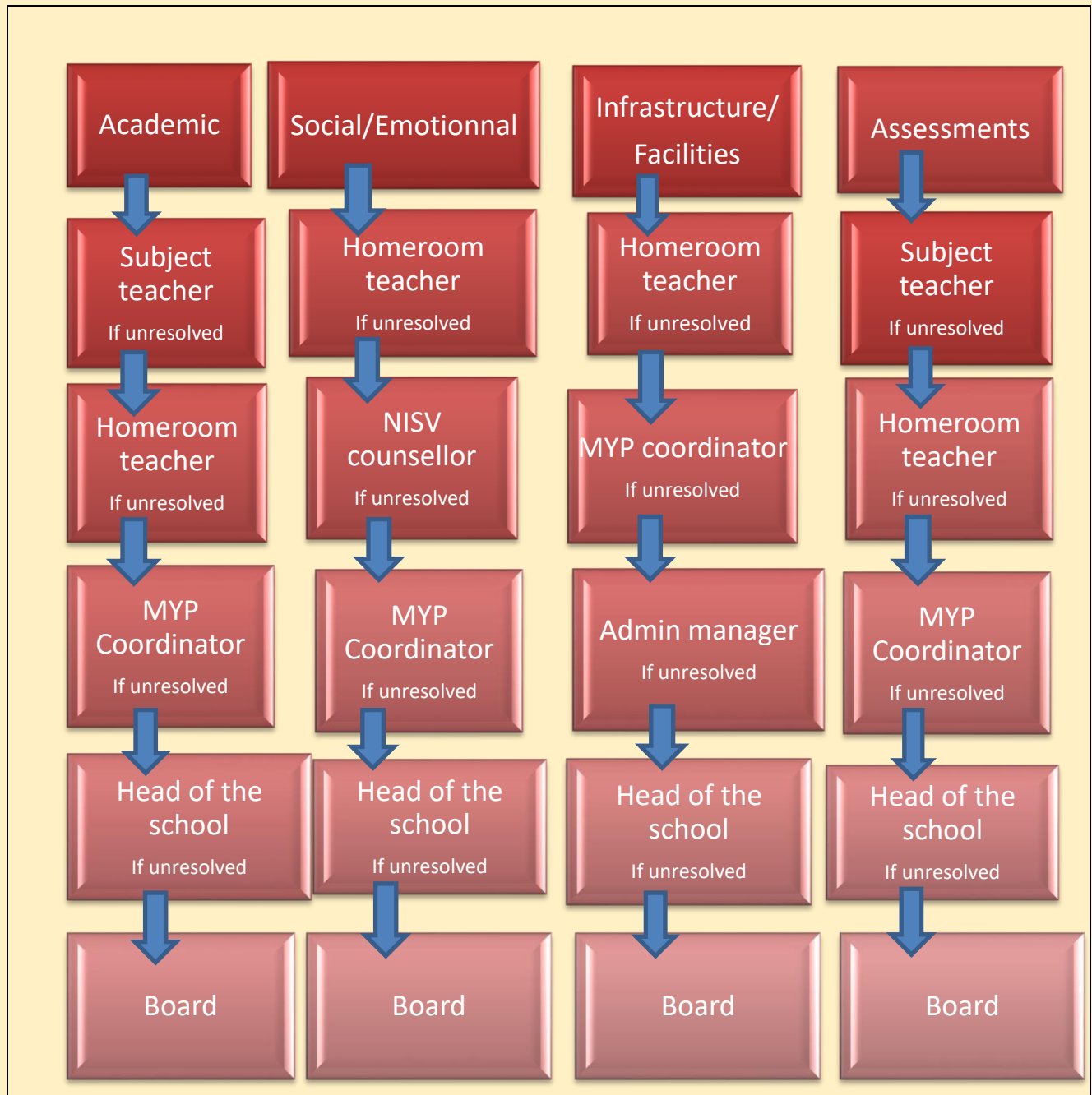
If the student(s) find it difficult to convey the complaint to the employee directly, the complaint can be communicated via the grade tutor/coordinator/HOS.

## Action Plan on Complaint for all three programmes

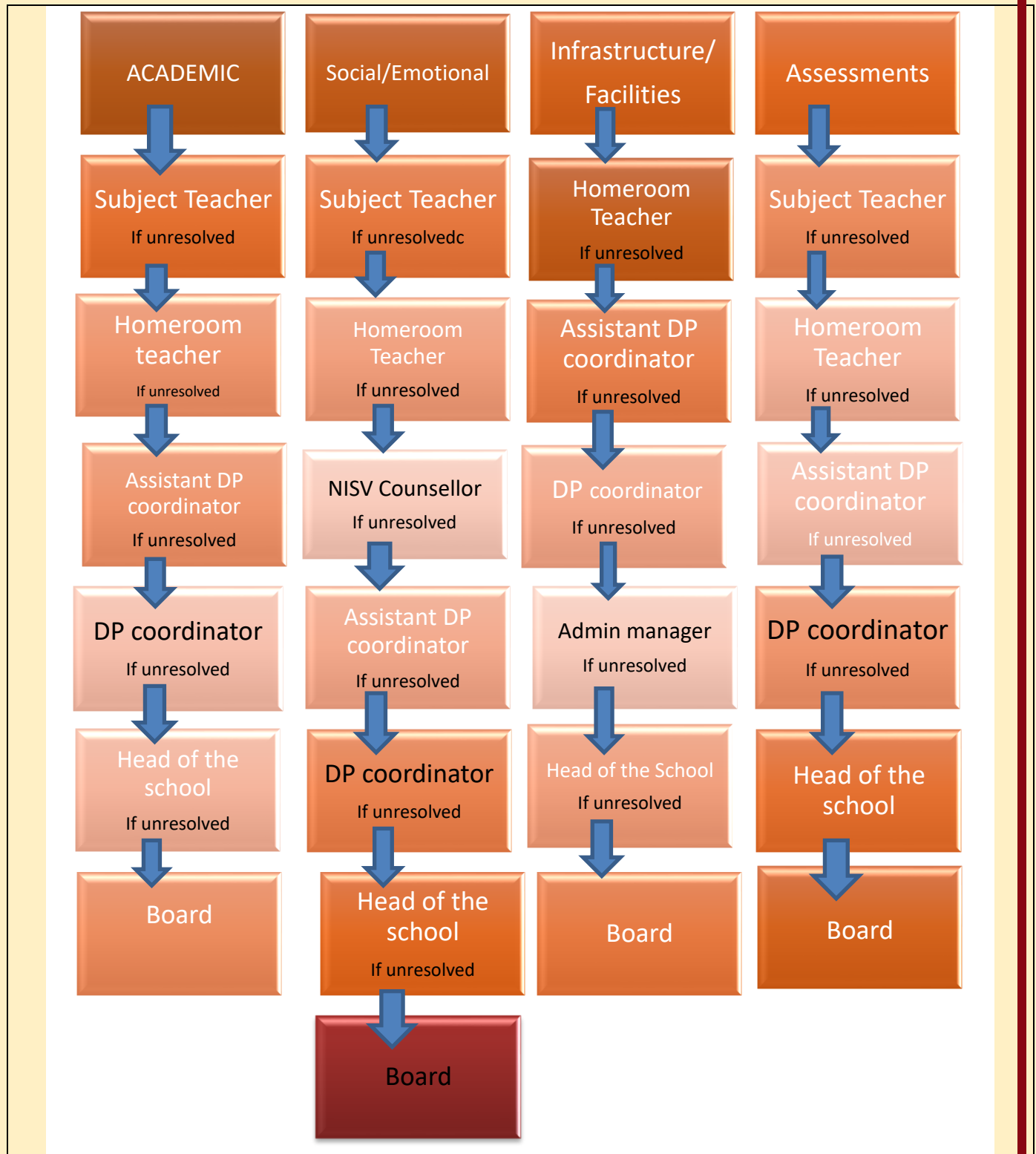
### PYP



# MYP



## DP



### **NISV Lines for communication-**

Board- [tejalamin@navrachana.edu.in](mailto:tejalamin@navrachana.edu.in)  
Head of school- [principal@navrachana.ac.in](mailto:principal@navrachana.ac.in)  
Diploma Coordinator- [dpcoordinator@navrachana.ac.in](mailto:dpcoordinator@navrachana.ac.in)  
MYP Coordinator- [mypcoordinator@navrachana.ac.in](mailto:mypcoordinator@navrachana.ac.in)  
PYP Coordinator- [pypcoordinator@navrachana.ac.in](mailto:pypcoordinator@navrachana.ac.in)  
Admin Manager- [adminmanager@navrachana.ac.in](mailto:adminmanager@navrachana.ac.in)

### **Links:**

<https://www.ibo.org/contact-the-ib/feedback-and-complaints/>  
<https://drive.google.com/file/d/1BQAWQYuKKZ-rpEu1fCnzqlacbG87kNv-/view?usp=sharing>  
<https://drive.google.com/file/d/114BsqWF-ZAHGGVhOiohdv8Simo4gdJhp/view?usp=sharing>  
IB Support: [support@ibo.org](mailto:support@ibo.org)





The Navrachana logo comprises three leaves of the Bodhi tree under which Lord Buddha attained enlightenment. The leaves signify the three vital facets of the child's physical, mental-emotional growth, and development. This translates as Navrachana, which is "New Creation".

The emblem thus symbolizes the aim of the school, which is to build, nurture, and groom these three qualities, to create well-balanced and multifaceted individuals who consistently strive to realize their true potential