



SMART WONDERS SCHOOL

Parent/ Student Grievance Redressal Process

Aims & Objectives

We at Smart Wonders believe that it is always important to keep the channels of communication open with our parents. It is only through communication that we can reach out to each other and help resolve issues pertaining to our students. It is therefore important for us to:

- Acknowledge feedback/ concerns / complaints
- Act quickly upon ascertaining the facts
- Communicate the solution to the parties concerned

The following process assumes that every effort should be made to resolve a complaint or concern or feedback received by the school at the earliest possible stage and through direct communication with the relevant staff involved.

Steps of the Procedure

Step 1

In tune with our educational philosophy, which focuses on the development of competence and confidence in our students and recognizing that conflict resolution and “developing healthy interpersonal relationships” is one of desired Learning Outcomes of education; when students have a concern they should first attempt to resolve the it themselves. For this they may consult with their Head of the Wing/ Class Teacher/ Subject Teacher/ Counselor or any other adult they trust at Smart Wonders School.

In case the concern is regarding a teacher, they may consult their Head of the Wing / Counselor or any other adult they trust at Smart Wonders School.

In case the same is not possible the following steps of the process will be helpful:



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Step 1.1

If your concern relates to your child's **learning/ academic progress/ class routine**, your child's **Class Teacher** is the best person to approach first. The Class Teacher can be contacted by:

- A written message in the diary addressed to the Class Teacher.
- You may leave a message with the school office asking the Teacher to call you back.
- You may choose to write an email to the school addressed to the Class Teacher.
- You may come and meet the concerned teacher on working Saturday between 9 am to 11 am

Appropriate timely action depending on the urgency of the query will be taken.

Step 1.2

If your concern relates to your **child's emotional or psychological wellbeing** the **School Counselor** is the best person to contact in the first instance. You can connect with the **School Counselor by taking an appointment from the Front Office Personnel**. Keeping your Child's Class Teacher in the loop through a call or a message in the diary will be helpful. Appropriate action depending on the urgency of the query/ feedback/concern will be taken

Step 1.3

In case your concern relates to your **child's use of School Transport Facility**, the **Transport Manager** is the best person to approach first. He can be contacted **by phone/ written message in the child's school diary or by taking an appointment from the Front Office Personnel**.

Appropriate action depending on the urgency of the query will be taken.

For Step 1.1, 1.2, 1.3 Please allow at least 3 working days for the designated staff members to resolve your query and revert to you.



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Step 2.1

In case the **Class Teacher/ School Counselor/Transport Manager** can't help, you can talk to the **Head of Junior /Senior Wing**. You should be able to connect to **Head of Junior /Senior Wing**:

- Taking an appointment from the school office for a face to face meeting
- Call the school and request to be connected to the **Head of Junior /Senior Wing**
- Write an email to the school email addressed to the Coordinator

If the complaint/ concern/ feedback relates to any aspect of the school's education programme, the coordinators will always liaison with the Principal in seeking a possible solution.

Step 2.2

In case your concern relates to your child's co-curricular activities or Enrichment Programme (club activities) the **School Enrichment Head** is the best person to approach first. She can be contacted by a written message in the diary addressed to "Enrichment Head", or by taking an appointment from the Front Office Personnel.

Appropriate action depending on the urgency of the query will be taken.

For Step 2.1, 2.2 kindly allow at least 5 working days for the designated staff members to resolve your query and revert to you.



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Step 3

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If your concern is **not resolved at Step 2.1& 2.2, the next stage is to approach the Principal**. This can be done by writing an email to the Principal directly. Your email should be addressed to the Principal. The school email address is smartwonders_school@hotmail.com.

You may call the school and request to be connected to the Principal.

The Principal will have a face to face meeting with you to understand your concern/feedback/query. Once you have had a meeting with the Principal, she will confer with all the relevant parties and will respond to you within **7 working days** post such a meeting.

Step 4

If your concern is **not resolved at Step 3, you may contact the Grievance Redressal Committee** of the school. **For this you may write an email to the school addressed to the Grievance Redressal Committee**. The email address is smartwonders_school@hotmail.com. The letter/email must outline the basis of your concern/ feedback and clearly state the reason you feel your issue has not been resolved by the school's designated personnel. The members of the Grievance Redressal Committee will decide the next course of action in this case.

If necessary the Grievance Redressal Committee will investigate, understand and dispose of the matter and keep the parent concerned informed.

As a parent you must allow **at least 10 working days** for the Grievance Redressal Committee to investigate the problem and respond.

You may also seek an appointment and meet the Principal.



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Kindly make a note of:

Parent Teacher Meetings:

- The school calendar has pre-decided dates for 4 formal Parent Teacher Meetings in one academic session. As a parent you are requested not to miss attending any of these 4 formal Parent Teacher Meetings.
- During each formal PTM you as a parent are requested to fill in the feedback form given to you by the Class Teacher. Fill in your appreciation/ academic concerns or feedback about your child. Please do not leave the feedback form empty. In case you do not wish to write anything on the feedback slip, you may write, "No comments"
- There are 2 Open Parent Teacher Meetings scheduled in one academic session. This Parent Teacher Meeting as the names suggests, is an open PTM where you may choose to come and meet the respective teachers.
- On all working Saturdays- there is an **open slot for meeting the Transport Manager/ Teachers/ School Counselor/ Academic Coordinators/ Enrichment Head** from 9 am to 11 am