



10. COMPLAINT HANDLING

1.0 REFERENCE NO. TIS / COH / SOP / D / 01

2.0 PURPOSE

To provide scope to receive complaints, feedback and suggestions from interested parties and communicating the action taken.

3.0 SCOPE

The entire Education System and its application throughout the school.

4.0 PROCESS OWNER

Principal

5.0 PROCESS MEMEBERS

Section Heads, Coordinators, Accreditation Coordinator and teachers

6.0 PROCESS

DESCRIPTION

Customer Complaint

There is a system in place within the school premises for registering feedback, suggestions and complaints received from the interested parties, which includes students, parents, staff, etc. whenever they feel that our educational service does not meet their requirements and/or expectations.

The Commitment given to interested parties, if not met in the existing system, is considered a complaint and an action to rectify is initiated.

Customer feedback

Feedback, complaints and suggestions are received from the interested parties regarding features, characteristics and performance of educational services, including curriculum and are reviewed periodically for corrective and / preventive actions.


Any improvement on an existing system is considered a feedback / suggestion.

6.1 RECEIVING CUSTOMER COMPLAINT

6.1.1 The customer's feedback, complaints, suggestions received are recorded in the Interested Party's feedback, suggestion, and complaint register (TIS/IPC/R/01) maintained by the Accreditation Co-ordinator.

6.1.2 Customer's expectations are received during the Parent Teachers Meeting and an action plan is evolved to meet out their requirements by the respective section heads. (ref: PTM meeting minutes)

Prepared by 
(Accreditation Coordinator)

Approved by 
(Principal - CEO)



6.2 RECEIVING CUSTOMER FEEDBACK

6.2.1 Feedback / Complaints received in the following methods: Regular Feedback received through

- Suggestion Box
- I WISH Box
- Email / Phone message / personal meeting
- Feedback on all activities / Field Trips etc.

Annual Feedback received through

- Interested Party's Feedback from parents (TIS /IPC/FO/01)
- PTM Feedback
- Students feedback on teaching learning
- Staff feedback on school systems

6.2.2 A separate feedback form (TIS/IPC/FO/01) is provided to the parents through their wards and feedback obtained.

6.2.3 The suggestion box / I WISH Box is opened once in 15 days (about 2 weeks).

6.2.4 Feedback details are consolidated for analysis.

6.3 PROCESSING INTERESTED PARTY'S COMPLAINT

6.3.1 On receipt of feedback (other than annual feedbacks) through any of the above sources, section heads record the same in the complaint / feedback register available with Accreditation co-Ordinator within 24 hours of receipt of feedback.

6.3.2 The feedback / complaint is acknowledged within a week.

AC classifies the feedback / complaints into categories to allow for better tracking of trends and evaluating improvement in specific areas. The following categories are used:


- A – Academics
- B – Administration
- C – Safety
- D – Others

6.3.4 Complaints are resolved. On closure, a satisfactory report is collected from sources of Feedback / Complaint (TIS/IPC/F/01)

6.3.5 On a monthly basis, once the respective section heads along with Accreditation Co-ordinator and Principal discuss the progress and closures.

6.3.6 The abstract of the complaints received, resolved and pending status will be discussed in the performance review in detail.

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(Principal - CEO)



6.4 PROCESSING INTERESTED PARTY'S FEEDBACK

- 6.4.1 A feedback is received from the parents / Students of the KG – Primary and VI-XII.
- 6.4.2 The feedback is analyzed and an appropriate action is taken by the school.
- 6.4.3 For every new initiative / activities, the school obtains a feedback to fine tune the system.
- 6.4.4 The abstract of the feedback received, action taken and status is discussed in the Performance review meeting in detail.

7.0 MEASURABLE INDICATORS FOR PROCESS EFFECTIVENESS

- Parent Satisfactory Index
- Student Satisfactory Index
- Teachers Satisfactory Index
- Other Feedback
- Corrective and Preventive Actions
- Performance Review Minutes

8.0 RECORDS

Code	Name	Retention Period	Responsibility
TIS/IPC/R/01	Interested party's complaint register	One year	Accreditation Co-ordinator


9.0 DOCUMENTS

TIS/IPC/FO/01	Feedback from interested party	One year	Section Head
TIS/IPC/F/01	Communication / Feedback on Complaints Resolved	One year	Accreditation Co-ordinator

10.0 REFERENCES

- Feedback from students.
- Feedback from parents.
- Feedback analysis.
- Corrective and preventive action record.
- Minutes of performance review.

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Approved by 
(Principal - CEO)