

The Galaxy School

Complaint Policy



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1 TGS Vision Statement

- To be at the forefront of education.
- To develop and implement state-of-the-art practices and processes.
- To provide a secular, caring and disciplined environment for all learners.
- To be ethical and transparent in all its activities.
- To challenge students and staff members to reach their highest potential.
- To share its vision and expertise freely with others.

2 TGS Mission Statement

- To provide a stimulating and nurturing learning environment that maximises individual potential and ensures that students of all ability levels are well-equipped to meet life's challenges.
- To integrate 21st Century skills and practices into every lesson in the classroom.
- To realise the unique talent in our children and create a motivating and supportive learning environment that will help them realise their personal best.
- To take into account all areas of formation - intellectual, academic, social and physical.
- To be a constantly evolving and learning community that fosters open, candid communication and exchange of ideas and skills, where each individual's contribution is necessary and vital if the goal is to achieve excellence.
- To provide a holistic education to our students, one that will prepare them to be dynamic, independent thinkers ready to take on the challenges of a global society.
- To create benchmarks in the field of education.

3 TGS Belief

- TGS believes that all students and staff have talent, and it is the institution's responsibility to develop it. The role of TGES is to find ways for its stakeholders to succeed rather than find ways for them to fail.
- TGS believes in mutual trust; there is no place for fear, boss management, boss teaching, bullying, sarcasm or coercion.

- TGS believes in the excellence of every child, every staff member and not just a few. It believes in the collaborative efforts of all students and staff and in producing desired outcomes. The message is to cooperate with others and compete with self.
- TGS believes in creating an atmosphere where students and staff give nothing but their best, without any exception, and have this expectation of each other all the time.
- TGS believes in continuously changing for the better; in meaningful and holistic ways.

4 Principles and Philosophy

At TGS, we believe in creating an environment that encourages excellence, collaboration, and continuous improvement. We value constructive criticism and believe that addressing complaints in a fair, open, swift, and responsive way is essential to maintaining a positive school experience for all stakeholders.

5 The Complaint Procedure

Basis for Complaint

Complaints can be made regarding any of the following areas:

- Learning and teaching
- Students' well-being: social, emotional and behavioural
- School facilities and infrastructure
- Stakeholders (students, teachers, Administration, Management, and IBO)

The following areas are not covered by our complaint policy:

- TGS Admission policy
- TGS Assessment policy
- TGS Student Code of Conduct
- Decisions executed under TGS Academic Honesty Policy

Guidelines:

- Anonymous complaints will not be accepted or followed up.
- Any stakeholder may file a formal or informal complaint.
- Records of all conversations and meetings with the members involved will be kept in digital format.
- Each complaint must be treated in a confidential manner and with respect.

5.1 Stage-1:-Informal Complaint

- Any stakeholder may file an informal complaint in a friendly manner.
- The stakeholder should raise the concern with the school staff member, such as a teacher or advisor.
- The school staff member notifies the IBDPC and takes appropriate measures to resolve the concern quickly and effectively.
- The school staff member informs the stakeholder of the outcome of the investigation and action taken by the school.
- If the informal process is exhausted and a satisfactory outcome is not achieved, the stakeholder may lodge a formal complaint to the IBDPC.
- The school staff member documents the complaint, the process followed, and the outcome and shares it with the DPC.

5.2 Stage-2:- Formal Complaint review by the IBDPC

- The IBDPC will hear the complaint addressed by the advisor at Stage-1 and acknowledge the written complaint within two working days of receipt.
- The stakeholder will be invited to discuss the complaint with the IBDPC.
- The IBDPC will investigate the complaint and share a detailed written response and the outcome within five working days of receipt.
- The stakeholder is not satisfied with the outcome of Stage-2, (s)he may progress the complaint to Stage-3 by notifying the IBDPC of their intent to go a Panel review within two days of receiving the response.

5.3 Stage-3:-Formal Complaint review by the Complaint Panel

- The DPC will acknowledge the Panel review request within two working days of receipt.
- The Panel will appoint the Chair of the Complaint Panel and review the complaint within five working days of the receipt.
- The Chair will
 - * Set the meeting date and convey it to the stakeholder (complainant).

- * Explain the purpose and procedure of the meeting with the complainant and panel members.
- * Share the written evidence with the complainant and panel members.
- * Listen to the complaint shared by the stakeholder.
- * Ask panel members and the complainant to share their questions.
- * Invite the IBDPC and listen to the response to the complaint and the action taken to address the complaint earlier.
- * Ask panel members to question the IBDPC.
- * Consider the complaint and ask the panel to make a decision and propose possible action to resolve the complaint.
- * Will invite the complainant and IBDPC to share the outcome.
- * Inform the complainant and IBDPC that the decision of the panel is final and there is no subsequent appeal procedure.
- * Maintain written records of the outcome and ensure the complainant, IBDPC, and panel members have signed the outcome.

A summary of the complaint procedure is shown in Figure 1.

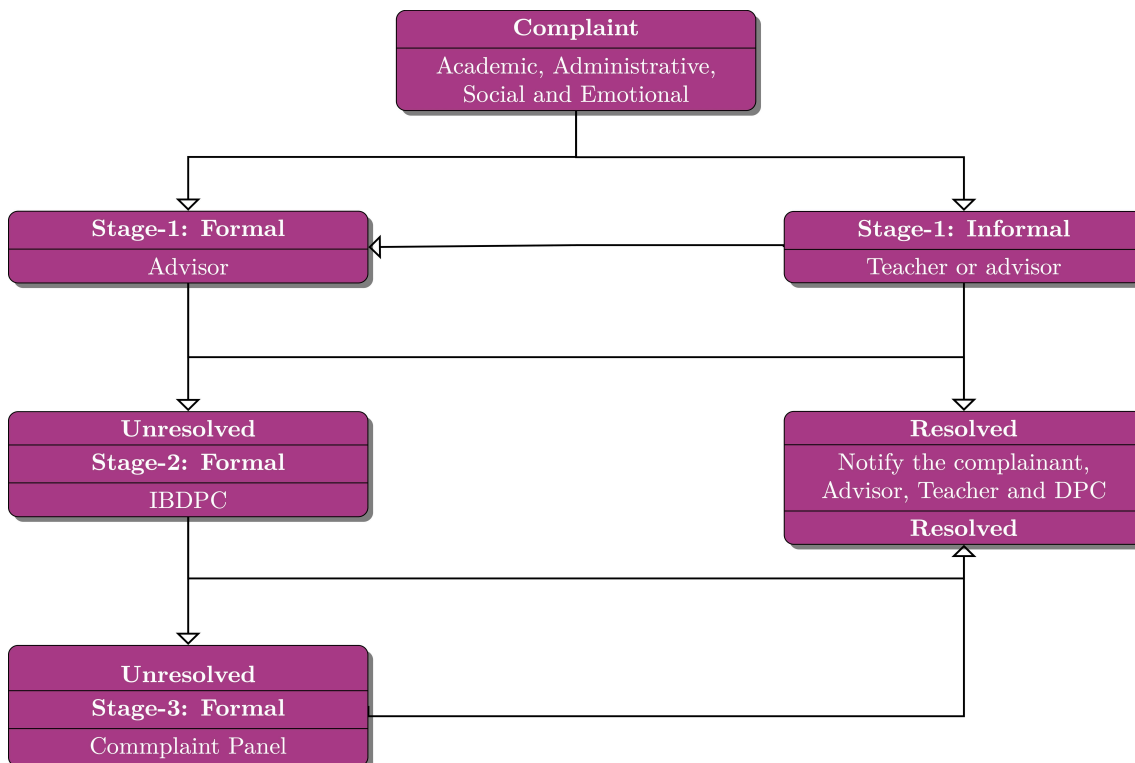


Figure 1: Overview of the complaint policy.

At TGS, we believe in continuous improvement and aim to create an atmosphere where stakeholders give nothing but their best. We believe in the collaborative efforts of all stakeholders, and we hope that our complaint policy reflects this belief.

Complaint Form

Name of complainant :

Date :

Email address :

Nature of complaint:

Please indicate the nature of your complaint by ticking the relevant box(es).

Learning and teaching :

Students' well-being: social, emotional and behavioural :

School facilities and infrastructure :

Stakeholders :

Complaint description:

Please describe your complaint in detail below:

Steps taken to resolve the complaint informally:

Please describe any steps taken to resolve the complaint informally.

Desired outcome:

Please describe what you would like to achieve as a result of your complaint:.

Acknowledgement:

I confirm that the information provided in this complaint form is true and accurate. I understand that anonymous complaints will not be accepted or followed up and that records of all conversations and meetings with the members involved will be kept in digital format.

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Complainant's signature

6 Complaint Policy Steering Committee

- (1) Mr Kiran Bhalodia :- Director & Trustee
- (2) Mr Siddharth Naidu :- Teacher, Humanities Department
- (3) Mr Pawan Jhabak :- Teacher, Humanities Department
- (4) Dr Chirag Jhala :- Head of School & IBDP Coordinator
- (5) Ms Poorvi Doshi :- HoD, Mathematics
- (6) Dr Amit Pundhir :- Teacher, Department of Languages