



Jayshree Periwai International School

Mahapura SEZ Road, Ajmer Road, Jaipur Ph. 9782744444, 9782744445)

Parent/Guardian and Student Complaints/Grievance Procedures

Review Date: April 2023

Steering Committee Members:

Parent/Guardian and Student Complaints / Grievance Procedures at JPIS comprises of:

- Head of School
- Diploma Programme Coordinator
- IGCSE Coordinator
- Discipline Incharge
- Head of Pastoral Care

Contents

School Vision.....	1
School Mission.....	1
The communication of the grievance/complaint procedure:.....	2
The concerns are addressed through various channels enumerated below:	2
1. Home Room Teacher/ Class Teacher:.....	2
2. The Coordinators:	2
3. The Head of School:	3
4. The School Management:	3
5. Hostel Grievances:	3
6. Head of Pastoral Care:	3
Established System in School to address Concerns of Parents/Students	4
1. Monthly Parent-Teacher Meetings:	4
2. Feel-Good Calls:	4

School Vision

JPIS aims to be a leading institution in international education focusing both on conceptual and contextual learning. We will provide avenues for academic and holistic development and create globally responsible citizens who confront challenges without the fear of failure. We aspire to have experienced and exceptional faculty who believe in constant upskilling and professional development. We will carve a community that thrives on teamwork and individual excellence.

School Mission

It is our school's mission to ensure holistic learning is imparted. Students leave school as peace-loving lifelong self-learners who value honesty, integrity, loyalty, compassion, and prudence. Develop sensitivity and respect for all people and cultures. Cultivate entrepreneurial and social skills.

The Jayshree Periwal International School believes that timely and ongoing two-way communication with the parents and students regarding school and curriculum-related policies and procedures which are collaboratively developed and accepted is the best way of creating a positive school environment and culture which leads to effective holistic learning as per the school mission and vision. The school aims to develop a common understanding in this regard with all its stakeholders. The ultimate objective is not to just communicate but connect with its stakeholders for the greater good of the school community.

JPIS has a well-established system in place to address the concerns of the parents and students. The school takes every concern with utmost seriousness and addresses as best as it can.

The communication of the grievance/complaint procedure:

Communication between parents/guardians and school is through multiple modes: emails, coffee time, parent-teacher meetings, Whatsapp, and phone calls

The concerns are addressed through various channels enumerated below:

1. Home Room Teacher/ Class Teacher:

Is the first point of contact for any parent. A parent can always reach out to the HRT / class teacher either through an email, WhatsApp, or through a phone call / Google Meet. The concerns raised by the parent are recorded in minutes or the Google Meet recording is done however, confidentiality is maintained on issues that are required so. The basic academic concerns are addressed at this level. If the issue cannot be resolved by the HRT it is forwarded to the coordinator concerned.

2. The Coordinators:

The coordinator addresses matters which are unresolved at the class teachers' level or matters relating to the general functioning of the school or curriculum and responds immediately while keeping the Head of School in the loop. Conversations and communications are recorded in minutes and the Google Meet recordings are done. A written reply is sent to the parent once the

concern has been addressed.

3. The Head of School:

Matters which are considered urgent and important by the parents can be addressed directly to the Head of School or matters which are unresolved from the coordinator's level. For example, assessment grievances, or students/parents' requests for appeals against IBDP / Cambridge IGCSE decisions taken by the school. The parent is free to approach the Head of the school and the Senior Leadership Team, who can be approached either in person or telephonically / through Google Meet during school hours. The concerns raised by the parent are recorded or the Google Meet recording is done; however, if needed confidentiality is maintained on issues raised.

4. The School Management:

Make themselves available at all times for parents/students in case they think it necessary to voice their concerns publicly or confidentially. The parents can directly or indirectly through the HOS seek the intervention of the school management in case they think that a grave matter needs management input in decision making. For example, this may be related to complaints towards the school or the school's administration of IB / Cambridge IGCSE programmes.

5. Hostel Grievances:

Respective Hostel parents or Head hostel parent is the first point of contact for any parent to address the issues related to the hostel. A parent can always reach out to the respective Hostel parents or Head hostel parent either through an email, WhatsApp or through a phone call / Google Meet. The concerns raised by the parent or guardian are filed or the Google Meet is recorded and if parents want the matter is kept confidential. The basic concerns are addressed at this level. If the issue cannot be resolved by the hostel parents it is forwarded to the Head of Pastoral Care.

6. Head of Pastoral Care:

Matters which are considered urgent and important by the parents can be addressed directly to the Head of Pastoral care or matters which are

unresolved from the hostel parent's level. The parent is free to approach the Head of Pastoral Care and the Senior Leadership Team, who can be approached either in person or telephonically / through Google Meet during school hours. The concerns raised by the parent are immediately addressed, records are maintained of the face-to-face or virtual meeting.

Established System in School to address Concerns of Parents/Students

1. Monthly Parent-Teacher Meetings:

Every month Parent-Teacher Meeting is organized in the school for parents to discuss the progress and the performance of the student, during which the parents are invited to meet the Senior Leadership Team to voice any concerns. The respective Home Room teachers / Wellness coordinators of the school are available for the parents to meet and raise their concerns both orally and in writing. The HRTs and the Senior Leadership Team then look into every concern raised and will direct persons responsible to address them. A mail is sent to the parents once the concern is addressed.

2. Feel-Good Calls:

The homeroom teachers or wellness team of the school call parents at regular intervals to enquire about the progress of the learner and seek feedback on the learning of the student. The feedback is then collated and submitted to the Head of the School for review. The Head of the School then assigns concerns to the respective members of the Leadership Team who in turn will get the concern addressed. Feedback is sought later about the closure of the concern.