



POL/COMPLAINTS :

Policy Title:	Parent Concerns and complaints
Policy Number:	
Version:	1.0
Effective Date:	
Scheduled Review Date:	September, 2026
Supersedes:	
Approved By:	

1. Introduction

GEMS Modern Academy is an IB Continuum School with English as the language of instruction. It also offers the CISCE curriculum from Grade 6 to Grade 12. In line with the mission of the school, students are nurtured and encouraged to achieve their ultimate potential, by creating an all-inclusive, student- focused learning environment and providing opportunities for enrichment in the fields of academics, sports and fine arts.

2. Purpose

The purpose of this policy is to provide a framework for parent concerns and complaints.

3. Scope

The framework covers concerns and complaints related to health and safety, teaching and learning, wellbeing, behavior, school facilities, external vendors and service providers, admissions, fee related issues and faculty interactions.

Note:

(1) Any type of concern may be raised with a member of staff, however all matters mentioned above will not fall under the purview of that staff member. It is the duty of staff to forward the concern to the relevant department/ member of staff and follow up to ensure closure of the matter.

(2) Adherence to GEMS protocol is mandatory in issues of safeguarding, health and safety, and allegations.

4. Policy Statements

4.1. Guiding Principles for Complaint Addressal:

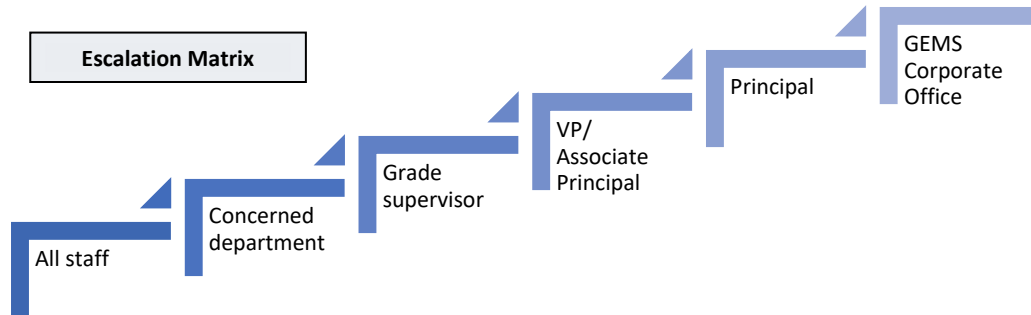
- 4.1.1. **Confidentiality:** All complaints will be handles with discretion, ensuring that concerns are resolved without impacting the child in any way.
- 4.1.2. **Fairness and Courtesy:** Each complaint will be address impartially and respectfully, fostering mutual trust between parents and the school.
- 4.1.3. **Timeliness:** Complaints should be resolved promptly to minimize and disruption or inconvenience.

4.2. Tracking and Monitoring:

- 4.2.1. **Complaints taken by Front of House (FOH):** Complaints that are not resolved will be recorded in the shared FOH call log and if needed on our internal system (*Pulse*), enabling effective follow-up and ensuring resolutions are aligned with school policies.
- 4.2.2. **Complaints taken by teaching staff and SLT:** Complaints will be recorded on *Pulse*, enabling effective follow-up and ensuring resolutions are aligned with school policies.
- 4.2.3. **Feedback received through the GEMS Connect App:** The Parent Relations Executive receives notification when parents log feedback via the GEMS Connect app. This is then passed on to the relevant department and is recorded on *Pulse* if necessary.

4.3. Complaint Resolution:

4.3.1. If concerns or complaints remain unresolved at a particular level, they will be escalated through a defined hierarchy until the matter is satisfactorily settled.



4.3.2. It is to be remembered that as the first point of contact for parents, staff must approach every interaction with the utmost care and sensitivity, especially when addressing a distraught parent. The way these initial concerns are handled plays a pivotal role in setting the tone for the entire complaint resolution process, ensuring that parents feel heard, understood, and valued.

4. Responsibilities

4.1. Responsibility Matrix

Supervisors	MSO	FOH	Safeguarding
<ul style="list-style-type: none"> •Academics •Extracurricular activities •Student behaviour 	<ul style="list-style-type: none"> •Health and Safety •Transportation •Catering 	<ul style="list-style-type: none"> •Communication •Fees •Admission, TCs etc 	<ul style="list-style-type: none"> •DSL - students •Allegations Manager - staff