

GIIS-AD-Policy-26-27-005

FEEDBACK AND COMPLAINT MANAGEMENT POLICY

Last Review	June 2025
Revised on	13 April 2026
Reviewed by	Principal, Vice Principal, SLT's, Global Care Office Team
Next Review	April 2027

School is open to receiving feedback, suggestions and complaints from parents, students and staff members. School has constituted a Complaints Management Committee as per the following details:

Designation	Email ID
Chairman (Principal)	principal.giisauh@globalschools.com
EA to Principal	ea.giisauh@globalschools.com
Vice Principal	vp.giisauh@globalschools.com
Middle School Coordinator (Grade 5 to 8)	headms.giisauh@globalschools.com
Primary School Coordinator (Grade 1 to 4)	cdpri.giisauh@globalschools.com
KG Coordinator	supkg.giisauh@globalschools.com
Ops officer	op.giisauh@globalschools.com
Transport Executive	ehs.giisauh@globalschools.com
Student Registrar –Member	adm.giisauh@globalschools.com
Student Counsellor –Member	smartbloom1.giisauh@globalschools.com
SENCo – Member	neethu.suni@globalschools.com

You can contact all of the above through school reception number 025079555. Receptionist will in turn connect you to the person concerned.

Purpose:

To address all complaints made against the school and its operations, and dealing with them professionally, effectively and promptly.

Responsibility

The Principal is responsible for the entire Feedback management and Complaint process and ensures that feedback is collected timely and the complaints are attended to.

Authority

- The Principal with the coordinators and related process owners analyses the feedback and the complaint management system.
- The Academic Coordinator and KG head are responsible for all teaching related feedback and complaints.
- The Operations Manager is responsible for all transport related feedback and complaints.
- The Social counsellor member is responsible for all admissions related feedback and complaints.
- The Complaints Management Committee will review and evaluate the complaints and their resolutions once a week.

Procedure

- All written complaints received will be recorded in the complaints tracker in soft copy format and action taken/resolution is recorded in the same file with closure intimation to parent/student concerned.
- All written complaints shall be acknowledged within 24 hours of receipt.
- The School Complaints Committee shall review and respond to all complaints in writing within ten working days.



Dilip Kumar
Principal
Global Indian International School, Abu Dhabi

