

FEEDBACK AND COMPLAINT MANAGEMENT POLICY

1.0 Objectives

The objective of this document is to describe the Feedback and Complaint Management System

2.0 Scope

This process applies to GIIS Dubai.

3.0 Policies

Feedback and Complaint Management

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:

Complaints Management Committee		
Designation	Name	Email ID
Chairman (Principal)	Ms. Anita Singh	principal.giisdxb@globalschools.com
Headmistress–Pre KG to Gr 8	Ms. Anjum Ali	anjum.ali@globalindianschool.org
Primary Section Head	Ms. Meena Menon	meena.menon@globalschools.com
Middle Section Head	Ms. Indu Issac	indu.issac@globalschools.com
Secondary & Senior Secondary Section Head	Ms. Sangeeta Solanki Ms. Rajni Manikonda	sangeeta.solanki@globalschools.com rajani.manikonda@globalschools.com
Global Care Officer	Ms. Sarika Kaul	gco.mena@globalschools.com
Operations Manager Member	Mr. Lokesh Parwani	lokesh.parwani@globalindianschool.org
Student Registrar Member	Ms. Mitali Cairae	adm4.giisdxb@globalschools.com
HR - Member	Ms. Bhawana S	hrexec.giisdxb@globalschools.com

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 heads and related process owners analyses the feedback and the complaint management system.
- The three Section Heads are responsible for all teaching related feedback and complaints for their respective sections.
- The Operations Manager is responsible for all transport related feedback and complaints.
- The Sales Head & Principal 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.

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