

Policy Number: 11

PARENT APPEALS/GRIEVANCE POLICY

Gobind Sarvar School prides itself on excellent relationship with parents. More than 600 students participate in extra-curricular activities and attend evening and weekend Gurmat classes. Parents send their children here because they have this great feeling that Gobind Sarvar School provides exceptional programs, and we are thankful to all parents for their confidence and trust in the activities of Gobind Sarvar School.

However, situations may arise where parents may have legitimate complaints or concerns. Gobind Sarvar School has a Parent Appeal Process in place based on the principles of procedural fairness.

When issues can't be resolved, this appeal process can be used by parents. The process is as under:

If a parent has a legitimate concern or complaint against a student or any staff member, he/she can contact the Principal directly and voice the concern.

The Principal or his designate will arrange a meeting and try to resolve the issue.

If parent is not satisfied with the outcome, a complaint can be made to the Chairman of the board who will convene a special meeting on the matter.

The board may review all documentation presented by both parties and set a date for listening to all parties and give its decision. The board's decision will be final.

In case, parents are still not satisfied with the outcome of the appeal, the parents can contact FISA (Federation of Independent Schools), get information about Ombudsperson and appeal to Ombudsperson. The decision of the Ombudsperson will be final and binding on all parties.