

Redressal Policy

Last updated: Jun 16, 2023

IB Mission Statement

The International Baccalaureate® aims to develop inquiring, knowledgeable, and caring young people who help to create a better and more peaceful world through intercultural understanding and respect. To this end, the organization works with schools, governments, and international organizations to develop challenging programs for international education and rigorous assessment. These programmes encourage students across the world to become active, compassionate, and lifelong learners who understand that other people, with their differences, can also be right.

Mission Statement of the School

To prepare committed, responsible young citizens by instilling advanced skills through inquiry and rigorous assessments who are culturally rooted with a global perspective, are in harmony with self, community, and nature; have the courage to take risks with integrity and academic honesty, apply what they have learned for a purpose and make appropriate decisions and choices bringing in positive change in themselves and the community.

Vision of the School

To create a happy school community that supports intellectual evolution and collaborative learning for students, where every Canarian imbibes 'how to learn' rather than 'what to learn'. Canary the school provides a transparent and clear Redressal policy to its stakeholders. With an aim to build a happy community and live by its mission and vision; we are committed to providing the best possible to our students and all our stakeholders.

In order for a smooth functioning of the system we have in place a set of principles or guiding values so that we have a fair and transparent way of working:

Principles of the procedure:

Fairness- We execute fairness and transparency in our procedures. It is our primary principle to treat everyone with justice and equality.

Empathy- We treat everyone with politeness, mutual respect and courtesy.

Accessibility - The redressal policy is easily accessible to everyone in the school community. It is precise , clear and in simple words to understand.

Timeliness - We assure that the complaints or queries are addressed in a timely manner.

Effectiveness - We ensure that any complaint raised at any given point is resolved with effectiveness.

Confidentiality- We emphasize on the importance of confidentiality and privacy and ensure that the information related to the complaint is only disclosed to those directly involved in the resolution process.

Record Keeping: We maintain a record of all queries, complaints, investigations and resolutions which are documented and maintained in a confidential manner.

Procedure for Parents:

- The first point of contact for parents with concerns related to academics and/or activities, are the Homeroom Teachers/Subject experts.
- The first point of contact for parents with admin related concerns are the executives of the respective departments (Help desk, Payment, Stores and Transport Executive).
- The parents are required to give two email ids, Primary contact id and Secondary contact id, of the parents or guardian. The email ids will be solely used for the purpose of communication. Without the consent of the parent or guardian, the email ids will not be shared with anyone.

Any complaint or query raised will be answered via the given primary email id, unless specified otherwise.

Parents can reach out to the respective teacher, coordinators or principal via ClassDojo, Email or by calling up at the Helpdesk.

- The help desk shall record data of all the outgoing and incoming calls and share it with the respective Coordinators, HOD and Senior Leadership team. We follow a traffic signal (**Red**-still not concluded, **Amber**-follow up status, **Green** - Completed status pattern) to prioritize concerns and make sure immediate action is taken based on the requirements of the concern.

The respective Coordinators/HOD's shall then follow up with the complaints or queries raised and update the status.

The HRT's or the respective subject experts will answer the queries in 24 hours from the time of the concern received. For queries posted during weekends, the HRT will respond on Monday and for queries posted during holidays, the HRT will respond on the school reopening day.

The HRT/Coordinator will acknowledge and respond to the emails received from parents/guardians within 24 hours of receiving the mail.

Procedure for Student grievances or Concerns:

Canary the school has formed impartial and structured platforms to address and resolve conflicts effectively:

Student Council : Canary has a student council where students elect their peers to represent them. These representatives act as a voice for the student body and bring forward concerns and grievances to the school administration.

School Counselor: We have a trained school counselor who provides guidance and support to students. The counselor not only assists students in addressing grievances by offering advice but also acts as a mediator between the student, teacher and parent.

Teacher-Student Rapport building: Canary, encourages open communication between teachers and students. Students can talk to their teachers to discuss any grievances they may have regarding academics, assessments, or other related issues.

Referrals: If the management finds that the student's grievance requires specialized help or support, they refer them to appropriate resources outside the school community.

Procedure for Staff grievances:

If any staff member or employee of the school has any grievances can refer to the Internal Committee (IC) according to the guidelines below.

It would be best if a written complaint is submitted and if requested, they can help in drafting/writing the complaint. The written complaint should have all possible details of the incident/misconduct, along with dates and names of witnesses or any evidence, if available.

Student and staff grievances committee:

The following are the members of the Student and Staff grievances committee and either all or any of them can be approached by a complainant.

- Ms. Swetha Reddy (Chairperson)
- Ms. Lydia Christina (Principal)
- Mr. Mahesh Akkam (Admin Manager)
- Dr. Emmadi Naveen Kumar (Head of Senior School)
- Ms. Salima Dinani (PYP coordinator)
- Ms. Mukta Raturi (Asstyp Coordinator)
- Ms. Mamta Bhagchandani (Nurture department- SEN)
- Ms. Hema K. (HR)
- Mr. Sanjeev (Admin Executive)
- Ms. Janith Shaikh (Admission Counsellor)
- Ms. Bharathi K (PYP Homeroom Teacher)
- Ms. Harsha K (PYP Homeroom Teacher)
- Ms. Radhika (Senior School Teacher)
- Student Council Representative: PYP and Senior School Head boy and Head Girl

Scope of the procedure -What this procedure covers:

The redressal policy aims to cater to most of these complaints or concerns through the procedures given. However, in case the matter appears to be a sensitive one and needs an early intervention; the management shall address the given issue keeping in mind the urgency of the situation. Canary the school is committed to handling in line with the principles of the procedure.

Making a complaint :

Prior to making a complaint:

Before raising a complaint we request you to read the given policy for checking out the procedures. It is also important for the parent/guardian to check and get authentic, valid, reliable, and first-hand information with respect to the complaint.

While mentioning the complaint it is important to give the below information about the child:

- Canarian Name
- Grade/Section
- Homeroom Teacher Incharge
- Concern

We ensure the complaint or query raised has a timely closure and the same is tracked and documented. If the parent is unhappy with the resolution, they can fix an appointment with the principal to resolve the complaint raised.

We aim at providing a healthy and supporting learning environment for all. Thereby we strive our best towards delivering a safe and secure environment for our students and all our stakeholders.

Date of review- 16th June 2023

Review Committee:

- Ms. Swetha Reddy (Chairperson)
- Ms. Lydia Christina (Principal)
- Dr. Emmadi Naveen Kumar (Head of Senior School)
- Mr. Mahesh Akkam (Admin Manager)
- Ms. Salima Dinani (PYP coordinator)
- Ms. Mukta Raturi (Asstpyp Coordinator)
- Ms. Hema (HR)
- Ms. Mamta Bhagchandani (Nurture department- SEN)
- Dr. Savitha (Nurture department- SEN)
- Ms. Annapurna (PYP Homeroom Teacher)
- Ms. Sandhya (PYP Homeroom Teacher)
- Ms. Nagalakshmi (Senior School Teacher)

Date of next review: June 2024

Reference:

- “Feedback, Whistleblowing and Complaints.” *International Baccalaureate®*, 10 Nov. 2014, ibo.org/contact-the-ib/feedback-and-complaints/.
- Canary Communication Policy
- Canary POSH Policy
- Canary Child Protection Policy

