



# INDIA INTERNATIONAL SCHOOL & IIS WORLD SCHOOL



## Parent or Legal Guardian and Student Complaints Procedures 2026-27



## **Vision**

**A Heritage of Vision, A Legacy of Innovation**

## **Mission Statement**

**The institution aims at uncompromising commitment towards holistic development and groom globally ethical citizens.**

## **Philosophy**

**IIS caters to the global need of today's youth, aims to engage learners in an active and creative learning journey, build knowledge and skills, promote and sustain high academic principles while retaining the strong value systems and ethics of the motherland and become caring members of a global community**

## **Pedagogy**

**We aim to nurture Caring, Creative, Independent Thinkers who are not only Disciplined but Open Minded as well.**



## **Purpose:**

This document informs all parents /legal guardians, students and other stakeholders about procedures to deal with their request for any concerns/complaints related to school procedures/program to ensure seamless and pleasant experience for all stakeholders.

The tenets of confidentiality, transparency and respect are embedded in the procedure.

## **Procedure:**

The procedure given in this document is shared with the parents during annual orientation along with a detailed letter for the same.

## **Internal Complaint Procedures:**

\* The parent may raise the complaint through any one of the following channels.

- A phone call/an application to the School Reception.
- A diary note/phone call/message to the class teacher
- A phone call to the concerned subject teacher/teacher –in-charge
- An e-mail to the school

## **Stage – 1**

- Any complaint received by the school is forwarded to the Class Teacher who after speaking to the parent resolves it to the parent's satisfaction within 24 hours
- However, if the parent is not satisfied, the problem is brought to the notice of the Floor Head by the parent/ the class teacher. The Floor Head reviews the complaint and makes every effort to solve it jointly with the class teacher, to the satisfaction of the parent, within 2 working days.
- In case the parent is still not completely satisfied /happy, the complaint is brought to the notice of the Sr. Vice Principal / DPC, by the Floor Head / the Parent.



## Stage – 2

- The Sr. Vice Principal / DPC gathers all information w.r.t. the complaint, followed by fixing a meeting with the parent and the matter is resolved by the Sr. Vice Principal /DPC to the parent's satisfaction within 2 working days. Only in rare cases, if parents are still not satisfied the complaint is referred to the Principal by the Sr. Vice Principal / DPC

## Stage – 3

- As and when the concern/complaint reaches to the Principal, the principal appoints a person or a team of at the most two members. The team members gather all the required information or documentation of stage 1 and stage 2 and have a preliminary discussion of the same with the Principal. **The Principal will resolve the matter immediately** without the need of further investigations.

In case, the dissatisfaction still persists then the matter will be brought to the notice of the Chairperson. The Chairperson will then decide the further course of action to resolve the matter.

### Note :

- (i) At every stage, written records will be maintained by the school w.r.t. all efforts made, all conversations / all meetings, evidences etc.
- (ii) The parents will be encouraged to give their feedback at every stage.
- (iii) Complaints, which need immediate solution at the school's end will be taken care of directly by the Principal who will fix up the issue with immediate action.



## **Committee Members**

Mr. Amit Gupta – Chairperson

Mr. Sumit Gupta – Co-Chairperson & Director

Ms. Nidhi Mishra – Principal

Ms. Mukta Khandelwal - Vice Principal & Diploma Programme Coordinator

Ms. Nidhi Jodha – Sr. Vice Principal

Dr. Manish Kumar Sharma –Vice Principal

Ms. Jyotsna Dhamechani – Exam Officer & IGCSE Coordinator (IIS World School)

Dr. Sunita Chopra – Exam Officer (IIS)

Reviewed and Updated (March 2026)