



OUR COMPLAINT AND RESOLUTION PROCESS

The MIS Resolution Committee plays a crucial role in addressing and resolving grievances or complaints within our school. The committee comprises experts from diverse departments to ensure all areas and possible solutions are considered. Some of the roles and responsibilities of our committee include:

- 1. Receiving Complaints:** The committee is responsible for receiving complaints from parents or other relevant stakeholders. This involves establishing channels through which complaints can be submitted confidentially and impartially.
- 2. Investigation:** Once a complaint is received, the committee investigates the matter thoroughly. This may involve collecting evidence, interviewing relevant parties, and reviewing pertinent documentation.
- 3. Assessment and Evaluation:** After gathering information, the committee assesses the validity and seriousness of the complaint. They evaluate whether the complaint warrants further action and determine the appropriate course of action based on company policies and regulations.
- 4. Mediation and Resolution:** In many cases, the committee acts as a mediator between the parties involved in the complaint, facilitating discussions and negotiations to reach a resolution. This may involve recommending solutions, proposing compromises, or offering alternative services.
- 5. Policy Review and Recommendations:** The committee may also review existing school policies and procedures related to the complaint to identify any gaps or shortcomings. Based on their findings, they may recommend changes or improvements to prevent similar issues from arising in the future.
- 6. Documentation and Reporting:** All complaints received and actions taken by the committee should be documented thoroughly. This includes keeping records of complaints, investigations, resolutions, and any follow-up actions. Regular reports may be prepared for administration or relevant stakeholders to provide updates on the status of complaints and actions taken.
- 7. Confidentiality and Impartiality:** It's essential for the committee to maintain confidentiality throughout the complaint process to protect the privacy of the parties involved. Additionally, the committee must act impartially and without bias, ensuring that all parties are treated fairly and that decisions are based on facts and evidence.

Overall, the complaint committee plays a critical role in promoting transparency, fairness, and accountability within the school by addressing and resolving complaints effectively.

Useful links:

- [MIS Complaint Form](#)
- [MIS Parent-Student Handbook](#)