



**PARENT OR LEGAL GUARDIAN AND
STUDENT COMPLAINTS PROCEDURE
2024-26**

CREATIVITY

CONNECTIVITY

CHARACTER

GPS Brookes Kochi Overview

Global Education Trust has partnered with Brookes Education Group to establish GPS Brookes Kochi, with the aim of providing world class education and an opportunity for students to connect worldwide to become responsible global citizens.

Global Education Trust (GET) also caters to other curricula through its two schools: Global Public School (CBSE) and GPS International (CIE). GPS Brookes Kochi being within the umbrella of GET is part of the GET schools community apart from being globally connected to the Brookes network of schools.

Vision

A world of self-confident lifelong learners connected and inspired to help others

Mission

Students are supported in a caring environment and given opportunities to learn about themselves and to take action in areas in which they are passionate. Our students and teachers come from diverse backgrounds, and we connect globally with our other campuses to learn about the world, from the world. We inspire and teach students about global issues by connecting ideas and stories locally. We strive to use our environment as a tool and a canvas for learning and action.

Values

Through leadership challenges and opportunities, we help students discover their passion, develop their character, and understand their connection to others and society. We espouse creativity, build character, and develop connections to deliver exceptional educational learning experiences.

Scope of the Procedure

Anyone who has concerns about the implementation of IB programme in the school, can make a complaint to the IB which will get a response

School Complaints Procedure

1. Purpose of the Complaints Procedure

This procedure aims to reassure parents and others with an interest in the school that:

- Any complaint against the school especially in relation to the delivery of the IB programme, is assessment and review will be dealt with in a fair, open and responsive way, with the aim of achieving a speedy and satisfactory resolution; and
- The school recognises that a willingness to listen to questions and criticism and to respond positively, can lead to improvements in school practices and provision for pupils.

Complainants may be anyone e.g. parents, guardians, grandparents or anyone with an interest in the work of the school. This document will be accessible to all stakeholders. However, it is expected that it will be mainly parents or guardians who will make use of this procedure. The term 'parent' is therefore used throughout the procedure as a generic term, but the procedure also applies to any other type of complainant. Separate procedures are available to employees of the school and to the school students.

2. Informal Stage

Many complaints arise as a result of misunderstanding or can easily be resolved by direct contact between the concerned persons and the appropriate member of the school staff. Every effort should therefore be made to resolve a concern or complaint informally with the

relevant member of the school staff before proceeding to the formal procedure detailed below. The “relevant” member of the school staff will depend upon the nature of the concern or complaint and on the organisation of the particular school. If the complaint is regarding the implementation of the IB programme the complainants may approach the teacher concerned or the Diploma Programme Coordinator(DPC).

3. Formal Stage

If the informal process has been exhausted and no satisfactory solution has been found, the parent will be asked by the member of staff dealing with the complaint whether (s)they wishes the complaint to be considered formally at stage one of the formal process.

A formal complaint must be made in writing. If the complaint is in the form of a letter it must be signed and if made by e-mail, the person making the complaint must be clearly identified. Anonymous complaints will not be considered.

A decision to initiate the formal complaint process should be accompanied by Form 1 – Formal Complaint: Stage 1 – the complainant should be encouraged to detail what they are seeking in order to resolve their complaint.

If the school is unable to provide a viable solution the complainant may contact the Head of School(HOS) who may complain to IB.

4. Dealing with a Complaint

Receipt of a formal complaint will be acknowledged within 7 days. The complaint will be investigated by a member of the school assigned by the Campus Principal. If the complaint is about the Campus Principal, the matter will be referred to the ISP central team member, who is independent of those involved in the complaint and who will:

- Provide a copy of the complaint to the person who is the subject of the complaint (where relevant)

- Investigate the complaint fully, ensuring all relevant facts are taken into consideration.
- Provide an opportunity for meeting with the person making the complaint.
- Respond to the complaint within 25 school days of the receipt of the complaint.

Within 30 days of the response to the complaint, the person making the complaint will have the opportunity of indicating whether he or she is satisfied or dissatisfied with the response and in the latter case, the reasons. In this case, a Complaint Form: Stage 2 will be submitted by the complainant.

If the reasons detailed in Complaint Form Stage 2 are judged reasonable the matter may be considered further. However, the Regional Managing Director of GPS Brookes Kochi has the right to inform the complainant that the complaints procedure has been exhausted and that the matter is then closed.

Wherever possible, complaints should be dealt with at the informal stage according to the following referral process:

Concern	Contact for informal complaint
Teaching and Learning	Mr. Murali Menon, DPC
Pastoral	Mr. Arun T K, Associate DPC
Administrative matters	Ms. Sheena Verghis Joshy- Head of School

In the rare circumstance when an informal complaint does not address the matter to the satisfaction of the complainant, the formal complaint process will be activated according to the following referral process:

12/122, Thiruvaniyoor P.O.
Chottanikkara, Ernakulam
Kerala, India. Pincode - 682308
Tel: +91 (0) 484 2712748 / +918111855678
info@gpsbrookeskochi.org

**Unlock
Your
Potential**

Concern	Contact for formal complaint
Primary	Ms. Sheena Verghis Joshy - Head of School
Concerns relating to Head of Academics	Ms. Sheena Verghis Joshy - Head of School
Concerns relating to Head of School	Mr. Johan Jacob – Regional Director

IB Complaints Procedure

The IB has established an official complaint procedure for its external stakeholders, designed to address and resolve issues related to specific IB services. [This formal document](#) outlines the steps for lodging and resolving complaints efficiently.

This document is uploaded to the school website and will also be discussed during the DP orientation at the beginning of the academic year.

12/122, Thiruvaniyoor P.O.
Chottanikkara, Ernakulam
Kerala, India. Pincode - 682308
Tel: +91 (0) 484 2712748 / +918111855678
info@gpsbrookeskochi.org

**Unlock
Your
Potential**