SYMBIOSIS
INTERNATIONAL SCHOOL

SYMBIOSIS INTERNATIONAL SCHOOL

Pune, India

॥ वसुधैव कुटुंबकम्॥ — The World is One Family

STUDENT GRIEVANCE REDRESSAL POLICY

A Fair, Transparent and Timely Framework for Resolving Student and Parent Concerns

CAMBRIDGE International Education
Cambridge International School

IB CONTINUUM
CONTINUUM DE L'IB
CONTINUO DEL IB

POLICY DOCUMENT AT A GLANCE

Particulars	Details
Name of the Policy	Student Grievance Redressal Policy
Prepared By	**Pedagogical Leadership Team:** Head of Inclusive Education Dept., Ms Deepa Prasad EY Coordinator, Ms Huma Shaikh PYP Coordinator, Ms Pallavi Gupta MYP Coordinator, Ms Nancy Dias IGCSE Coordinator, Ms Tripta Kapoor ADP Coordinator, Ms Sonam Chaudhary
Reviewed By	Director, Ms Shalini Singh Hamilton
Approved By	Director, Ms Shalini Singh Hamilton
Date of Approval	14/07/2026
Effective From	03/08/2026
Review Cycle	Annual
Next Review Due	July 2027
Version	2.0
Previous Review Date	15/07/2025
Policy Owner	Director, Ms Shalini Singh Hamilton

Applicable for **IB PYP, MYP, DP & CAMBRIDGE IGCSE**

TABLE OF CONTENTS

Principles of the Policy **4**
Mission Statement **4**
SIS Mission Statement **4**
Objectives of the Policy **4**
Scope of the Policy **5**
Grievance Redressal Pathways **5**
Procedure for Filing a Complaint/Grievance **6**
Subject Related 6
Non-Subject Related 6
IB Grade Related 7
References **7**

Principles of the Policy

To ensure the complaints process is effective, the following principles are applied throughout the complaints process and provide a framework for communication between students/parents and SIS staff.

- **Fairness** — we aim to have a fair complaints procedure that ensures everyone is treated equally.
- **Courtesy** — all communication in relation to this procedure should be based on mutual respect, trust and courtesy.
- **Accessibility** — we aim to have a complaints procedure that is easy to understand, easy to access and well publicised.
- **Timeliness** — we aim to ensure that all complaints are dealt with in a timely manner.
- **Effectiveness** — the complaints procedure is monitored and reviewed to ensure it continues to be effective.
- **Attentiveness** — students/parents will be given the right to raise their grievances with the assurance that they will be given a fair hearing and kept informed regarding the status of their grievance.

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 programmes of 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.

SIS Mission Statement

- Symbiosis International School, a cradle of leadership, aspires to create responsible global citizens deeply rooted in the philosophy of Vasudhaiva Kutumbakam, instilled with a spirit of international mindedness. Our academically rigorous curriculum is an essential catalyst that fosters a desire for lifelong learning. We aim to nurture adept netizens and promote inclusivity and unwavering integrity. Our endeavour is to equip our students with the requisite skills and competences that will cultivate an ethic of service and enable them to be the architects of a sustainable world.

Objectives of the Policy

- To promote cordial student-student relationship and student-teacher relationship.
- To encourage the students to express their grievances / problems freely and frankly, without any fear of being victimised.
- To develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

Scope of the Policy

The school will deal with grievances received in writing from the students/parents about any of the following matters:

Academic Matters relating to:

- Delivery of curriculum (teaching).
- Assessment (formative, summative and internal assessments).
- Attendance.
- Behaviour of teaching staff.

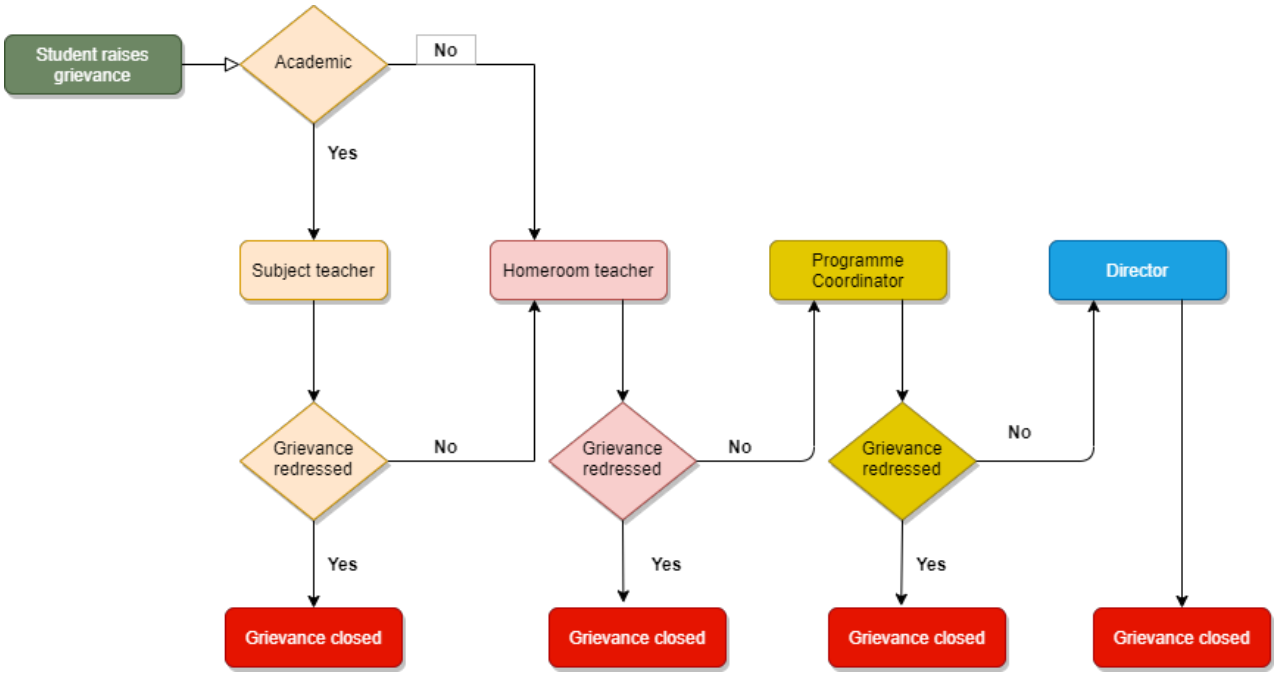
Financial Matters relating to:

- Dues and payments for educational material and services.

Other Matters relating to:

- Facilities and infrastructure at the school.
- Bullying, etc.

Grievance Redressal Pathways



Procedure for Filing a Complaint/Grievance

a) Subject Related

Step 1 The student/parent should approach his/her subject teacher at the first instance. The meeting may be formal or informal. The first attempt should be to resolve the issue informally. If the student/parent is not satisfied with the outcome, he/she may request a formal meeting. The minutes of this meeting are formally recorded, signed by both the student/parent and the teacher, and a copy of the minutes is sent to the Home Room teacher and the Programme Coordinator.

Step 2 The next level of escalation is the Home Room teacher. The student/parent may approach the Home Room teacher within 48 hours of receiving the minutes of the formal meeting with the subject teacher, if not satisfied with the outcome. The Home Room teacher shall call for a meeting with the student/parent and the subject teacher within 48 hours of receiving the request. The minutes of the meeting are recorded and a copy is sent to the student/parent, the subject teacher and the Programme Coordinator. If still not satisfied, the student/parent may approach the Programme Coordinator.

Step 3 This is the last level of escalation before the Director. The Programme Coordinator shall, within 48 hours of receiving the minutes of the meeting from the Home Room teacher, call for a formal meeting with the student/parent (and parent, if necessary). The subject teacher and Home Room teacher may also be requested to attend, if the Programme Coordinator feels their presence is required. The minutes are recorded, and a copy with the resolution is sent to the student/parent, Home Room teacher and subject teacher.

Step 4 The highest level of escalation is the Director. The student/parent may approach the Director within 48 hours of receiving the minutes of the formal meeting with the Coordinator, if not satisfied with the outcome. The Director shall call for all documents pertaining to the grievance and arrange a meeting with the student/parent and the Coordinator within 48 hours of receiving the request. The minutes are recorded and a copy is sent to the student/parent, the Coordinator, the Home Room teacher and the subject teacher. The Director's decision is final and binding on all parties.

b) Non-Subject Related

Step 1 The student/parent should approach his/her Home Room teacher at the first instance. The meeting may be formal or informal. The first attempt should be to resolve the issue informally. If not satisfied, he/she may request a formal meeting. The minutes of this meeting are formally recorded, signed by both the student/parent and the Home Room teacher, and a copy is sent to the student/parent and the Programme Coordinator.

Step 2 The next level of escalation is the Programme Coordinator. The student/parent may approach the Programme Coordinator within 48 hours of receiving the minutes of the formal meeting with the Home Room teacher, if not satisfied with the outcome. The Programme Coordinator shall call for a meeting with the student/parent and the Home Room teacher within 48 hours of receiving the request. The minutes are recorded and a copy is sent to the student/parent and the Home Room teacher. The parent may be called to attend the meeting if required.

Step 3 The highest level of escalation is the Director. The student/parent may approach the Director within 48 hours of receiving the minutes of the formal meeting with the Coordinator, if not satisfied with the outcome. The Director shall call for all documents pertaining to the grievance and arrange a meeting with the student/parent and the Coordinator within 48 hours of receiving the request. The minutes are recorded and a copy is sent to the student/parent, the Coordinator and the Home Room teacher. The Director's decision is final and binding on all parties.

c) IB Grade Related

If a student is not satisfied with a grade awarded by the IB, he/she can initiate an Enquiry upon Results (EuR). The procedure is set out as follows:

Step 1 The student/parent/legal guardian approaches the Programme Coordinator to initiate an EuR.

Step 2 The Coordinator obtains the written consent of the candidate or the candidate's legal guardian(s) before initiating the request with the IB. It is made clear to the student/parent/legal guardian that marks may be raised or lowered.

Step 3 The student/parent/legal guardian pays the required fees to the school.

Step 4 The Programme Coordinator begins the EuR process.

Step 5 Upon receiving the final decision from the IB, the Programme Coordinator communicates it to the student/parent/guardian.

Note: SIS reserves the right to cease corresponding with a complainant if their correspondence is, in the school's reasonable opinion, frivolous or abusive, or if the matter has reached a logical conclusion within the framework of the formal complaint process.

References

- Nehru International School. “Grievance Redressal.” Accessed 2026. http://nehruinternationalschool.com/grievance-redressal.html.
- MDIT. “Grievance Cell.” Accessed 2026. http://mdit.ac.in/grievance_cell.aspx.
- International Baccalaureate Organization. IB Complaints Procedure. Geneva: International Baccalaureate Organization, November 2018.
- International Baccalaureate Organization. Diploma Programme: General Regulations. Geneva: International Baccalaureate Organization, September 2016.