

# COMPLAINT HANDLING SOP

## Procedure

1. On receiving a complaint from the parents in the School Diary / through mail the CT/ST shall acknowledge the complaint and take necessary action on it.
2. The complainant shall be informed about the corrective action through the School Diary
3. The complaint shall be closed by getting the signature of the complainant in case the Complainant is satisfied with the corrective action taken.
4. The complainant shall appeal to the Principal if he/she is not satisfied with the corrective action.
5. The P/ Concerned heads shall invite the parents to resolve the complaint and shall record the appropriate action taken.
6. The complainant shall be encouraged to suggest ways for improvement. If repeated occurrence are seen, the same shall be taken in CAPA

THE ASHOK LEYLAND SCHOOL		
COMMUNICATION CONTACT DETAILS		
Sl. No.	Subject	Addressed to
1	Leave Letter	Class Teacher
2	Lost items	Class Teacher
3	Peer Bullying	Class Teacher
4	Specific illness/ Allergy	Class Teacher
5	Long Leave / Absenteeism	Academic Coordinator / Section Head / Vice Principal
6	Complaints - Academic	Vice Principal
7	Fees	Office -Accounts Department
8	Income Tax Certificate	Office -Accounts Department
9	Complaints - Bus	Transport Incharge / Section Head / Vice Principal
10	Conduct Certificate	Principal
11	Attestation	Principal

Note : Any confidential mail to be sent to : [alsinfo@thealschool.org](mailto:alsinfo@thealschool.org)