

# GLOBAL EDUCATION TRUST

## Complaint Policy

At GPS International, we value feedback and concerns. Our complaint policy ensures that all complaints are handled promptly, fairly and confidentially.

### Reporting a Complaint

1. Class Teacher . The child's class teacher is the first point of contact for any concerns or complaints.
2. Coordinator : If the issue cannot be resolved by the class teacher, it will be escalated to the Coordinator.
3. If the complaint requires attention from the highest authority, it will be directed to the
  - i) Principal/Head of School.
  - ii) Advisor To the Chairman & Board of Trustees

### Alternative Reporting Channels

1. Complaint Box: A complaint box is placed in a designated area where students can submit their concerns anonymously.
2. Email: Parents can write directly to [gpscares@globalpublicschool.org](mailto:gpscares@globalpublicschool.org). Student can write to [care@globalpublicschool.org](mailto:care@globalpublicschool.org)
3. Walk-in: Students can walk in and report their complaints to the Class teacher/ Coordinators or the Principal/Head of School.
4. School Counselor's can also be reached out by students.

### Confidentiality and Resolution

- All complaints will be treated confidentially and handled promptly.
- We aim to resolve all complaints fairly and efficiently.
- Outcome and any actions taken will be informed to the complainant .