



**BHAVAN'S B. P. VIDYA MANDIR, ASHTI.  
COMPLAINT HANDLING**

**PREPARED BY: MRS. Bhavya Balwani**

**APPROVED BY: PRINCIPAL**

S N	The Flow	Description	Timing/ Timeline	To be done by	To be Verified By	Approved by	Records / Docs.
1	START						
2	COMMUNICATION TO INTERESTED PARENTS	During PTM Parents are requested to drop in suggestion as well as complaint in complaint box	Same Day After PTM	Incharge	Principal	Principal	Circular/ Complaint File
3	LODGING COMPLAINT	The Parents lodge their complaints in the Complaint register maintained in the school office or through emails/diary note.	As & when required	Interested Parents and / or respective staff members	In charges	Principal	Complaint Register
4	REVIEW	The Principal reviews the lodged complaints on day to day basis	Every working day	Principal	Principal	Principal	Complaint Register
4	REFERAL	Based upon the nature of Complaint, the Principal either refers the complaint for closure to the person/teacher concerned or handles the complaint herself	Same working day	Principal	Principal	Principal	Complaint Register
5	CAUSE ANALYSIS	The root cause of the complaint is analyzed by the Principal in consultation with the concerned teacher/ person	Same working day	Concerned Teacher	Principal	Principal	Complaint Register
6.	ACTION TAKEN	Necessary actions are taken by the Principal depending on the Cause and nature of complaint	Same/ next working day	Concerned Teacher	Principal	Principal	Complaint Register
7.	CAPA REPORT	A corrective and preventive action report is prepared by the teacher incharge to take care of the similar kind of complaints in future	Next working day	Teacher In Charge	Principal	Principal	CAPA register



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8.		The teacher in charge intimates the complainant in writing along with the acknowledgement about the action taken on his/her complaint	2 days after the receipt of the complaint	Teacher In charge	Principal	Principal	Complaint Register
9.		In case of serious complaints, the Principal counsels the complainant as well as the person against whom the complaint is raised and takes a written acknowledgement of the counselling and required corrective/preventive action from both. (Significance and seriousness of the complaint is decided by the Principal)	As per Need	Principal	Principal	Director	Complaint Counselling Register
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**7. Measurable Indicators for effectiveness :-**

- Complaint handled meticulously
- Intimation given to parent about compliance
- Parent satisfaction



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**8. List of Records :-**

S. No	Record	Identification	Location	Maintained By	Retention Period In Years	Disposition
1	Complaint Register	BVMASH/ QSG/COHD/20 23/03 /R-1	Complaint Incharge 1 <sup>st</sup> Drawer of (New Comp. Lab)	Complaint Incharge	1 year	-