



**We don't Teach  
We Educate**



International Baccalaureate®  
Baccalauréat International  
Bachillerato Internacional



**CAMBRIDGE**  
International Education  
Cambridge International School

# Parents Queries and Grievances Redressal



## **IB 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.

## **IB LEARNER'S PROFILE**

### **INQUIRERS**

We nurture our curiosity, developing skills for inquiry and research. We know how to learn independently and with others. We learn with enthusiasm and sustain our love of learning throughout life.

### **KNOWLEDGEABLE**

We develop and use conceptual understanding, exploring knowledge across a range of disciplines. We engage with issues and ideas that have local and global significance.

### **THINKERS**

We use critical and creative thinking skills to analyse and take responsible action on complex problems. We exercise initiative in making reasoned, ethical decisions.

### **COMMUNICATORS**

We express ourselves confidently and creatively in more than one language and in many ways. We collaborate effectively, listening carefully to the perspectives of other individuals and groups.

### **PRINCIPLED**

We act with integrity and honesty, with a strong sense of fairness and justice, and with respect for the dignity and rights of people everywhere. We take responsibility for our actions and their consequences.

### **OPEN-MINDED**

We critically appreciate our own cultures and personal histories, as well as the values and traditions of others. We seek and evaluate a range of points of view, and we are willing to grow from the experience.

### **CARING**

We show empathy, compassion and respect. We have a commitment to service, and we act to make a positive difference in the lives of others and in the world around us.

### **RISK-TAKERS**

We approach uncertainty with forethought and determination; we work independently and cooperatively to explore new ideas and innovative strategies. We are resourceful and resilient in the face of challenges and change.

### **BALANCED**

We understand the importance of balancing difference aspects of our lives—intellectual, physical, and emotional—to achieve well-being for ourselves and others. We recognize our interdependence with other people and with the world in which we live.

### **REFLECTIVE**

We thoughtfully consider the world and our own ideas and experience. We work to understand our strengths and weaknesses in order to support our learning and personal development.

## Cambridge Assessment International Education

Cambridge Assessment International Education prepares school students for life, helping them develop an informed curiosity and a lasting passion for learning. We are part of the University of Cambridge.

Together with schools, we develop Cambridge learners who are confident, responsible, reflective, innovative and engaged – equipped for success in the modern world.

### Cambridge Learner Attributes

**Confident:** in working with information and ideas – their own and those of others.

**Responsible:** for themselves, responsive to and respectful of others.

**Reflective:** as learners, developing their ability to learn.

**Innovative:** and equipped for new and future challenges.

**Engaged:** intellectually and socially, ready to make a difference.

2007

We don't Teach  
We Educate

## MISSION STATEMENT OF FIRSTSTEPS SCHOOL

FirstSteps School believes in providing a stimulating value-based learning environment based on mutual understanding and respect to develop caring, responsible and lifelong learners. We promote international-mindedness in our school community to nurture global citizens fulfilling our mission **INDIA FOR WORLD.**

- I** Inculcate universal brotherhood and values,
- N** Nurture innocence, uniqueness and creativity,
- D** Develop concern for environment in particular and the Planet Earth in general
- I** Imbibe entrepreneurial skills & international mindedness.
- A** Acquire habit of inquiry.
  
- F** Foster international education system,
- O** Open mind for the development of intellect, self-esteem, self- confidence and critical learning,
- R** Respect one-self and others,
  
- W** Welcome the change and develop it with a positive attitude and vision.
- O** Organise self-discipline
- R** Right environment to develop inquisitiveness for learning and to dissipate learning beyond the classroom.
- L** Learners for life time and leaders of tomorrow.
- D** Develop the virtue of understanding others' perspective.

**We don't Teach  
We Educate**

## Index

S.no.	Content	Page No.
<b>A</b>	<b>Introduction</b>	<b>2</b>
<b>B</b>	<b>Grievance Redressal Mechanism</b>	<b>2</b>
	<b>a. Submission Channels</b>	<b>2</b>
	<b>b. Acknowledgment</b>	<b>3</b>
	<b>c. Investigation &amp; Resolution</b>	<b>3</b>
	<b>d. Appeal Process</b>	<b>3</b>
	<b>e. Confidentiality &amp; Protection</b>	<b>3</b>

2007

We don't Teach  
We Educate

## A. INTRODUCTION

FirstSteps School offers education from preschool to Grade X to a cross-cultural mix of students. The medium of instruction is English and the school offers International Baccalaureate Primary Years Programme (IB PYP), Cambridge Lower Secondary and Cambridge Upper Secondary Programmes. The school also offers the International General Certificate of Secondary Education (Cambridge IGCSE) at the end of Grade X. FirstSteps School offers Centre for regular and private candidature of Cambridge IGCSE, AS and A Level Assessments.

At our school primary years focus on inquiry-based teaching-learning and concept-driven curriculum. The transdisciplinary approach reiterates our belief that knowledge transcends beyond individual subject areas, thus aiding the development of skills, concepts and attributes, which form the core of any learning experience.

We at FirstSteps, recognise the importance of parent community as a key player in the development of the child as well as in making an improvement to the learning Infrastructure at FirstSteps school. We provide different opportunities to parents for an open discussion to share their suggestions as well as to get their query answered through multiple ways.

### **Objective:**

To establish a transparent and efficient mechanism for addressing grievances and queries from parents, ensuring timely resolutions and fostering a positive school-community relationship.

### **Scope:**

This policy applies to all parents, guardians, and stakeholders associated with the institution, covering concerns related to academics, administration, infrastructure, staff conduct, Examination & Assessments and other school-related matters.

## B. Grievance Redressal Mechanism

### a. Submission Channels

**Email:** A specific email address each for general concerns, suggestions & Assessments/Examinations related queries has been established and monitored on regular basis by Head of the School.

**For CIE General Concerns, Queries & Suggestions:**

[headofcambridge@firststepsschool.org](mailto:headofcambridge@firststepsschool.org)

**For CIE Assessments/Examinations:**

[cambridgeexamsofficer.fss@gmail.com](mailto:cambridgeexamsofficer.fss@gmail.com)

**For PYP General Concerns, Queries & Suggestions :**

[pypcoordinator@firststepsschool.org](mailto:pypcoordinator@firststepsschool.org)

**Physical Drop Box:** A Suggestion Box has been placed and Located at the school's





Lobby as well on the 2<sup>nd</sup> floor near Cambridge administrative office for written queries/suggestions.

**In-Person Meetings:** Scheduled appointments with Head of the School, PYP Co-ordinator, Head of Cambridge & Exams Officer can be requested through the Email or Text Message. To meet Subject Facilitator or Class facilitator a pre scheduled walk-in Saturday is observed for parents to bring in their concern and queries.

**Parent Facilitator Meeting:** The School annual Academic Planner have a scheduled provision of parent facilitator meet Thrice a year (PYP) and after the Unit Test -I, Summative Assessment –I and Summative Assessment-II (for CIE).

**Provision at Cambridge International:** For all the examination conducted under Cambridge International March, May, June or November Series for Checkpoints and IGCSE, there are provision to appeal in case of any grievances or queries related to the result. The following link can used to get the detailed information for the same.

<https://www.cambridgeinternational.org/exam-administration/cambridge-exams-officers-guide/phase-6-results-and-certificates/enquiries-about-results/>

<https://www.cambridgeinternational.org/covid/june2022-exam-series/portfolio-of-evidence/results-and-enquiries-about-results/>

**Verification of result & Documents, Certifying Statements:**

<https://www.cambridgeinternational.org/exam-administration/cambridge-exams-officers-guide/phase-6-results-and-certificates/certificates-certifying-verification/>

- b. Acknowledgment:** All grievances will be acknowledged within 48 hours of receipt, providing the complainant with a unique reference number for tracking purposes.
- c. Investigation & Resolution**
- **Initial Review:** The Head of the school, Head of Cambridge or Exams Officer, PYP-C, will assess the complaint within 5 working days.
  - **Action Plan:** If the grievance is valid, an action plan will be developed and communicated to all stake holders.
  - **Resolution Timeline:** Most grievances will be resolved within 15 working days. Complex issues may require additional time, with regular updates provided.
- d. Appeal Process:** If a parent is dissatisfied with the solution provided, they can appeal to the school's higher authority within 10 working days of receiving the resolution.
- e. Confidentiality & Protection:** All grievances will be handled with the utmost confidentiality. Parents and staff will be protected against any form of retaliation for raising concerns.