

BENEFICIARY SATISFACTION POLICY

For Parents & Teachers

Policy Name	Beneficiary Satisfaction Policy	Policy No.	WPSH_PLC_089
Effective Date	April 2025	Date of Last Review	10th March 2026
Date of Next Review	March 2027	Person in-charge	Mr. Sanoj K K

Policy Statement

Our school acknowledges that the quality of education depends not only on academic delivery but also on the satisfaction and active participation of its teachers and parents. Teachers are the backbone of classroom learning, while parents are essential partners in a child's holistic development. This policy establishes clear processes to measure, monitor, and improve their satisfaction levels through feedback, communication, and inclusivity.

Objectives

This policy aims to:

1. Build Trust – by creating open, transparent, and respectful communication between school, teachers, and parents.
2. Ensure Teacher Well-being – through fair workload distribution, recognition, and professional growth opportunities.
3. Promote Parent-School Partnership – by involving parents in decision-making, academic support, and school activities.
4. Encourage Inclusivity – ensuring that diverse voices (teachers of all designations and parents from varied backgrounds) are equally considered.
5. Drive Continuous Improvement – by analyzing feedback, implementing corrective actions, and updating stakeholders.

Scope

This policy applies to:

- Teachers – including permanent staff, probationers, part-time staff, and contractual educators.
- Parents/Guardians – of all students enrolled, across grades and streams.

Implementation Framework

A) Feedback Mechanisms

- Annual Surveys: Anonymous online/offline surveys for both parents and teachers on satisfaction with academics, communication, safety, infrastructure, and overall experience.
- Regular PTMs: Structured meetings where parents can share constructive feedback.
- Feedback/Suggestion Box: Both physical and digital systems for continuous suggestions.
- Open Forums: Annual school forums where parents and teachers can interact directly with leadership.

B) Teacher Satisfaction Measures

1. Professional Growth:
 - Opportunities for continuous professional development (workshops, CBSE training, skill enhancement programs).
 - Mentorship programs for new teachers.
2. Recognition & Motivation:
 - Teacher awards (Best Innovator, Best Mentor, etc.).
 - Public acknowledgment in assemblies/newsletters.
3. Work Environment:
 - Balanced distribution of workload.
 - Adequate teaching resources (ICT tools, teaching aids, books).
 - Well-being sessions (stress management, yoga, peer-support groups).
4. Participation in Decision-Making:
 - Involvement of teachers in curriculum design, exam planning, and school policy discussions.
 - Regular department/committee meetings where teachers' inputs are valued.

C) Parent Satisfaction Measures

1. Transparent Communication:
 - Digital platforms (ERP, WhatsApp groups, portals) to keep parents updated.
 - Clear academic calendars, exam schedules, and circulars in advance.
4. Parent Involvement:
 - Involvement in cultural, co-curricular, and community service activities.
 - Invitations to share expertise (guest lectures, career talks).
5. Grievance Redressal:
 - Dedicated Grievance Redressal Committee with representatives from management, teachers, and parents.
 - Concerns addressed in a time-bound manner (within 15 working days).
6. Inclusive Practices:
 - Special orientation sessions for new parents.
 - Dedicated support for parents of children with special educational needs (SEN).
 - Parent counseling sessions on child psychology, digital safety, etc.

D. Inclusivity Provisions

- Equal opportunity for parents across socio-economic, linguistic, and cultural groups to give input.
- Special teacher and parent workshops on inclusivity and diversity in the classroom.
- Priority to voices of vulnerable groups (parents of SEN children, teachers facing challenges).

Monitoring & Review

- Feedback data is compiled and analyzed by the School Management Committee (SMC), Principal, and senior leadership team.
- Action Plans are drawn based on survey results and presented to staff and parents in an annual review meeting.
- Improvements are tracked bi-annually, and results are communicated transparently.

Grievance Redressal System

- Grievance Redressal Cell: Comprising the Principal, Head of Departments, Teacher Representative, and a Parent Representative.
- Process:
 1. Complaint submission (written/email/portal).
 2. Acknowledgment within 3 working days.
 3. Investigation and resolution within 15 working days.
 4. Follow-up with complainant to ensure satisfaction.

Roles and Responsibilities

- Principal: Oversees execution of the policy and ensures accountability.
- School Management Committee (SMC): Provides resources and guidance for implementation.
- Teachers: Participate in surveys, provide feedback, and engage in continuous improvement.
- Parents: Provide constructive feedback and collaborate in child's development.

Review of Policy

This policy will be reviewed once every year, or earlier if required by CBSE or due to significant changes in the school environment.



Principal.