



## M. E. S. INDIAN SCHOOL

### PROCEDURE FOR STAKEHOLDERS FEEDBACK

#### 1. Purpose:

To improve the quality of services.

#### 2. Scope:

- All students, parents & staff
- Academics, infrastructure and discipline

#### 3. Responsibility:

- Principal
- Heads of Sections / HM
- Head of Academic Inspection & Quality Management
- Heads of Departments/ Coordinators of respective departments
- Teachers

#### 4. Procedure:

Feedback from stakeholders (parents/students/staff) shall be taken through online survey annually.

The Feedback Analysis report shall be shared with the Process owners for corrective action.

Parent feedback analysis shall also be discussed during Management review meeting.

Areas of improvements identified/suggested shall be considered for Continual Improvement Plans.

Feedback from students shall also be sourced through Teachers Evaluation Sheet (F 1003) as and when required, if a teacher is identified as a defaulter/underperforming teacher.

#### 5. Reference:

F 1001 - Classroom Observation report

F 1003 - Teachers Evaluation Sheet

F 1005 - Corrective Action & Follow-up Report

F 032 - Parent's Feedback Form

FQ001 – Students' Feedback Form – Classes I to XII

FQ002 – Teachers' Feedback Form