

PROCEDURE FOR LODGING OF COMPLIANT

➤ IN CASE OF MANUAL COMPLAINT

- The complaint should be address to Managing Director, KP-PSRA.
- After receiving the complaint, the same is forwarded within three days to the school concerned through online portal for views/comments.
- After getting views/comments from the schools the complainant is being informed, accordingly.
- If the complainant is not satisfied from the response of school, then case is being fixed for personal hearing before Director Operations.
- In case, the issue is not resolved between the parties then the case is referred to the Complaint Committee constituted under Clause-10 of the Khyber Pakhtunkhwa Private Schools Regulatory Authority Regulations, 2018.

➤ IN CASE COMPLAINT LODGE THROUGH E SYSTEM I.E. PAKISTAN CITIZEN PORTAL

- Complaint when received on Pakistan Citizen Portal is forwarded to the concern school immediately for views/comments.
- After getting views/comments from the schools the complainant is being informed, accordingly.
- This Authority remains in liaison with the complainant, if he has shown his identity/contact, regarding progress and action taken by this Authority till the issue is resolved.
- If the complainant is not satisfied from the response of school, then case is being fixed for personal hearing before Director Operations.
- In case, the issue is not resolved between the parties then the case is referred to the Complaint Committee constituted under Clause-10 of the Khyber Pakhtunkhwa Private Schools Regulatory Authority Regulations, 2018.