

RGS/056/2023-24

07/10/2023

Complaint management- ERP (GRADE 3-12)

Dear Parents,

At Raghav Global School, we are committed to providing the best possible educational experience for your child, and we understand that open communication between parents and the school is vital. To further streamline this communication process and make it more accessible for you, we are excited to introduce a new feature on our ERP (Education Resource Planning) system.

We are pleased to announce the addition of a "Complaint Management" on our ERP platform. This feature allows parents to conveniently share their concerns and feedback related to various aspects of the school, including but not limited to:

1. Academics
2. Transportation services
3. School security
4. Any other school-related issues

By utilizing this new option, you can express your concerns or provide feedback in a simplified and efficient manner. Your input is invaluable to us as it helps us address issues promptly and continuously improve our services.

If you haven't already downloaded the ERP application, we strongly encourage you to do so. It's a user-friendly tool that offers a range of benefits, including real-time updates on your child's academic progress, attendance records, and now, a direct channel to communicate with us. Kindly download the app from the given link <https://play.google.com/store/apps/details?id=com.radicallogix.rgsnoidaapp>

Please follow the below steps for raising a complaint from the Mobile App:




- Step 1: Go to the Parents Mobile App and log in with your respective user ID and password.
- Step 2: Click on the menu button below the right-side corner and scroll down.
- Step 3: There is a tab named "Raise a Request" and click on it.
- Step 4: After clicking on it, there is an option on the left side top corner "New Request" and click on it.



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- Step 5: Select the request type, subject(s), details, and attach the file if needed.
- Step 6: Click on "Submit Request" and now you can see the requested complaint and its status.

(You can also view, your complaints from the same tab (available for both Android and iOS).

We believe that this new feature will greatly enhance our ability to serve you better. Your active participation in our school community is vital, and we want to ensure that your concerns are heard and addressed promptly.

If you have any questions or need assistance with the ERP application, please feel free to contact the class teacher during connecting hours.




Regards
Team RGS



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