

Himmat Singh Dhillon, Headmaster, The Lawrence School, Sanawar.

No. HM/'25/ 8th May, '25.

Dear Parents,

Warm greetings from Sanawar!

I trust that this finds you and your family in the best of health and circumstances.

I am happy to share that our students are healthy, happy and most diligently engaged in their daily routine.

At times like this there are many queries regarding the next steps. At the outset I am pleased to reassure you that there is absolutely no reason to panic as the situation at Sanawar is safe. We remain in close touch with the authorities and at present there is no advisory regarding closure of schools, etc. In case there is any information to the contrary, we will inform you.

The final call, however, will be with the parents and the School will certainly consider their contention. In case you need to, please do the needful as per the procedure below:

Please be advised and informed that we have a well-established protocol regarding parents' Communication Channels, Feedback & Grievance mechanisms. In this regard, I am pleased to take this opportunity to once again share the following with you:

Communication Channels, Feedback & Grievance:

- We are optimistic that most complaints, where a parent seeks intervention, reconsideration or some other action to be taken, can be successfully resolved informally through dialogue with the concerned member of staff.
- So, as a first step, to address your concerns, please contact (in person, email or by phone) the following members of staff:
- **House** matters (Health, Discipline etc.): RMO/Housemaster/Housemistress.
- Academic Matters: dof@sanawar.edu.in
- Boys' Department House matters (Discipline/Leave etc.): sr.master@sanawar.edu.in
- **Girls' Department** House matters (Discipline/Leave etc.): sr.mistress@sanawar.edu.in
- **Prep. Department** House matters (Discipline/Leave etc.): sr.mistresspd@sanawar.edu.in.



















- Administrative and Financial Matters: bursar@sanawar.edu.in
- Parents complaints will be acknowledged in writing, normally within three
 working days after receipt, during term time and, as soon as practicable
 during the holidays. The acknowledgement will indicate the action that is
 being taken and the likely timeline for resolution.

If a parent is dissatisfied with the decision taken, they can raise their concern to the Deputy Headmaster in writing/email, who will be the Single Point of Contact.

Contact details of Mr. Ravi Kumar, the Deputy Headmaster:

E-mail: dhm@sanawar.edu.in, Mobile: 8091619512

- The Headmaster will be kept informed of all issues reaching this level.
- The Headmaster will take the final decision.

Note:

- Parents are requested to follow the above procedure for complaints and grievances instead of writing directly (in the very first instance) to the Headmaster/ Members of the Board. Following this procedure will ensure timely response from concerned staff members who are accountable for resolving any issues.
- The school does not respond to comments/rumors/anonymous posts on social media. *Parents who have any concerns are encouraged to contact the school directly by following the above procedure.*

The Term dates for 2025 are as under:

| End of Spring Term for students | 2 nd June, '25 |
|---------------------------------------|---------------------------|
| Return of students for Founder's Term | 18th July, '25 |

Let me take this opportunity to wish each and every member of the Sanawarian Family well-being, safety, good health, happiness and success. Always grateful for the blessing of your great help and solid support! Wishing every one of you the very best!

Stay well! Stay blessed! Never Give In!

With kind regards,

Himmat Singh Dhillon,

Headmaster.