

Circular Number: ODMEG/20211227/251

APPOINTMENT POLICY

Dear Parent,

Hope you are doing well.

In this journey together, at times there are certain policies created by us, that you don't appreciate or certain inconvenient situation occurs with you and we totally agree that you have all the rights to meet us and discuss. We at ODM, will always try our best to address and solve the issues in the best way possible.

But for all these to happen, we all need to maintain a protocol. **We sincerely urge you, that if you have any grievance, please first write to us at HappinessHelpDesk@odmegroup.org** and if you need to meet someone at ODM as well, please seek an appointment and we would give the quickest slot possible to meet any concerned head.

Some parents, reach out at any point of time, and then we are not able to make them meet any concerned head and at the same time, sometimes they end up waiting longer than required.

So going forward, **we request you to write to us and seek an appointment with any head you want to meet, and once the appointment time is confirmed, then please visit the campus.** We would first try to solve your issue over the phone, if that doesn't happen, and you are somewhere out, we can also schedule a virtual meet.

Without appointments, our security personnel won't be able to facilitate your entry into the campus. Please do note the same and once again, we request you to follow this policy immediately.

With Warm Regards

Team ODM !