



# Complaint Policy

## **Purpose**

This policy ensures that complaints about teaching conditions and school decisions on study rule violations are handled fairly, openly, and promptly. The school values feedback, recognizing that constructive criticism contributes to improvements in practices and student support.

## **Scope**

The procedure mainly serves students and parents/guardians (if the student is under 18 years old). Complaints can be made in writing and should clearly express dissatisfaction with any aspect of the school's operations, including teachers, management, or daily functioning.

## **Informal Resolution**

Concerns can be raised informally with the IB Coordinator, who will aim for a quick resolution. If the concern persists, the student/parent may submit a written complaint within seven school days.

## **Complaints about students, staff and teaching conditions**

Complaints should first be addressed through direct dialogue. If the issue remains unresolved, the IB Coordinator will intervene. The issues must be clearly articulated by the complainant, and are only considered relevant insofar as they affect learning at the school.

## **Formal Complaint Process**

If a complaint has been addressed informally by the IB Coordinator and remains unresolved, it will be handled by the Head of School at the formal stage. The Head of School will acknowledge receipt of the written complaint within three school days.

Records of all conversations and meetings regarding formal complaints will be maintained. A copy of the complaint or a written comment will be kept for each case.

## **Investigation and Response**

The Head of School will investigate the complaint and provide a written response within ten school days. If further time is needed, the Head of School will send a letter explaining the delay and provide a revised response date. The written response will outline the reasons for the decision and any proposed actions.

The Head of School has sole authority to make decisions regarding complaints.

### **Fair and Transparent Process**

Before issuing a written warning or implementing a sanction related to study rules, the school will ensure the student has an opportunity to share their perspective. Their input will be carefully considered as part of a fair and transparent decision-making process before a final determination is reached.

### **Appeals**

Appeals must be submitted in writing to the Head of School within a week of the decision to ensure timely review and consideration. An appeal to the Ministry does not have a suspensive effect.

### **IB Program Specifics**

Students enrolled in the two-year International Baccalaureate (IB) program are not eligible to appeal the head of school's decision, as the Ministry of Education does not have oversight over the IB. However, the school follows the required procedures for consulting with students and parents/guardians before making final decisions on warnings or sanctions. Students pursuing the IB Diploma cannot submit complaints to the International Baccalaureate Organisation regarding school rules or their interpretation.