

## IB Complaints Policy

1. Statement of Intent
2. Principles of conflict resolution
  - 2.1 Informal resolution
  - 2.2 Formal resolution
  - 2.3 Appeal
3. Child Protection

### **1. Statement of Intent**

This policy outlines the procedure(s) of students with complaints against the school or decisions made within the IB programmes. Parents can complain on behalf of their under-age children.

Principals of this procedure follow the IB Complaints Procedure (IBO, November 2018):

“To ensure the complaints process is effective, the following principles are applied throughout the complaints process and provide a framework for communication between stakeholders and IB staff.

*Fairness* – we aim to have a fair complaints procedure that ensures everyone is treated equally.

*Courtesy* – all communication in relation to this procedure should be based on mutual respect, trust and courtesy.

*Accessibility* – we aim to have a complaints procedure that is easy to understand, easy to access and well publicized.

*Timeliness* – we aim to ensure that all complaints are dealt with in a timely manner.

*Effectiveness* – the complaints procedure is monitored and reviewed to ensure it continues to be effective.

*Attentiveness* – you will be given every opportunity to put forward your complaint, and you can be assured that we are listening. We will update you on the process and status of your complaint as appropriate”

All complaints will be dealt with under the confidentiality agreement which applies also to the site of the complaining family.

## **2. Principles of conflict resolution**

### **2.1 Informal resolution**

If handled with care, most of the complaints can be solved if addressed as follows:

- Parents, students, and colleagues should first direct their complaints directly to the person whom the complaint is addressing.
- The parties involved in the conflict can seek support at any level, e.g., from class representatives, the student council, homeroom teacher, the staff representatives, and parent representatives.

- The complainants only involve the next level of hierarchy if the directly involved parties cannot progress any further. This depends on the nature of the complaint or the role of the "complainant".

Wherever possible, direct communication (face-to-face or via zoom) is valued over emails.

## **2.2 Formal resolution**

- The school management only handles a complaint once the above-mentioned procedural path has been followed. An exception is made for serious allegations of great significance:
- In such cases, the school management intervenes immediately, ensures clarification of the facts involving the affected parties, and documents the result in writing. In addition to the above, the following applies:
- At the latest in retrospect, a summary or a factual, informative documentation (occasion - solution) should be created about a complaint to make the presented facts comprehensible afterwards.
- A formal complaint must be forwarded by the parents to the director in writing

## **2.3. Appeal**

If parents seek to invoke Stage 3 (following a failure to reach a resolution in 2.1 and 2.2), they will be referred to the Secretary to the Board of Directors. They must register that wish, in writing, to the Secretary to the Board of Directors within five working days of receiving the School Director's decision. The matter will then be referred to the Complaints Panel for consideration.

The Secretary to the Board of Directors will convene a meeting of the appropriate committee. The Complaint Panel will consist of at least three persons not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the school. Each of the Panel members shall be appointed by the Board of Directors.

The Complaint Panel will be provided with all written documentation so far. A legal advisor will not be automatically included from any party. (Franconian International School)

After the hearing the panel will come to a decision. This decision will be communicated in writing to all relevant parties. The panel's decision will be final.

## **3. Child Protection**

Any complaint regarding the well-being of a child needs to follow the GESM Child Protection Policy.

November 2023

Red: School Development 23.8.05 Rules and regulations (SD teams August 23 [23 08 05 Rules and regulations 202324.pdf](#))

The Franconian International School (2013) [FIS Conflict Resolution Procedure.pdf \(the-fis.de\)](#)