

Parent or legal guardian and student complaints procedure

1349 IB School

revised & updated, September 2024

In 1349 IB School we promote open communication and use feedback to improve our educational environment. Despite our efforts, there are instances when concerns or complaints arise.

1. A complaint is defined as a clear statement of dissatisfaction about any specified aspect of the school's work and/or the IB programme implementation.
2. Complaints may be made by telephone, e-mail, in person or be written.
3. All Staff, including the IB DP Coordinator and the Head, will make themselves available to students/parents/guardians who have raised a complaint.
4. Complaints should be resolved at the lowest possible level of authority. Depending on the nature of the complaint and where it originates, the procedure below is followed:
 - the form teacher and/or the subject teacher should be the first point of contact, unless it is inappropriate to do so, e.g. with the complaint made directly to the Deputy/Head .
 - if the form or subject teacher cannot resolve the matter alone - the situation exceeds their responsibilities - it may be necessary for him/her to consult IB DP Coordinator (the Deputy Head) or the Head, as appropriate, in the process of seeking resolution.
 - the Deputy/Head of school encourages all the stakeholders to take part in the meeting to resolve matter promptly (even in the cases when complaint is made directly to the Head/ if appropriate to do so)
5. Records of all conversations and meetings with parents to resolve complaints will be kept in the electronic register.



6. There is a separate “IB complaint procedure” dealing with the complaints other than directly regarding decisions made by 1349 IB World School IB. As stated in this document “ IB World Schools are entirely independent from the IB and are solely responsible for the implementation and quality of teaching of the programme.”

7. There is a separate procedure to deal with re-marking of Diploma Programme results. Requests for remarking must be initiated by the IB DP Coordinator, who also registers candidates for retakes and will assist with any assessment issues. Students and/or legal guardians should contact the IB Coordinator in order to file a formal appeal.