

Complaints and Appeals The IB Diploma Programme

Table of Contents

Revision History.....	2
Notes:	2
1. Scope	3
2. Complaints and Appeals Procedure	4

Revision History

Date	Action Taken	Responsible Party
Oct 2021	Procedures drafted	MPI
Oct 2022	Policies reviewed with V-team and implemented	MRJ

Notes:

- Next review: October 2023

1. Scope

- This document has been written to describe the practice which is followed at Struer Statsgymnasium with regards to complaints and the procedures followed. Dealing with complaints is a school concern and will be handled by management. Management may involve the Ministry of Education if deemed necessary.
- Most student complaints deal with relations between students and their teachers. Rarely complaints have to do with classroom management and very rarely complaints reflect a concern about competences.
- We are committed to delivering a high quality of service and encourage our students to communicate with us when there is cause for concern or room for improvement.
- We define a complaint as an expression of dissatisfaction with any service or lack of service provided by us.
- We believe it is important that our students can express dissatisfaction.
- Through the 'Complaints and Appeals Procedure' we seek to provide an accessible, fair, and straightforward system which enables students to raise concerns, and which ensures an effective, timely and appropriate response.

2. Complaints and Appeals Procedure

- **Step 1.** Students sometimes approach the IB coordinator for advice concerning a teacher or classroom management. Typically, this informal talk resolves the concern, but the IB coordinator may advise the student(s) to bring their concern to the subject teacher. Most often the student's/students' concern will be resolved after this talk. The IB coordinator takes notes of the students' concerns.
- **Step 2.** Students may also bring their concern about a teacher or classroom management to the IB coordinator in the form of an **oral complaint**. The IB coordinator will then ask if the students have talked to the teacher about the problem. If not, the students will be asked to have a talk with the teacher and to use the teacher evaluation(s) as the basis for a discussion with the teacher. Typically, this is when most complaints are resolved.
- **Step 3.** If the complaint is not resolved after this, students may return to the IB coordinator and the IB coordinator takes additional notes, or the students are asked to write a formal complaint.
- **Step 4.** The IB coordinator discusses the students' complaint with the teacher and different solutions to the problem in question are examined.
- **Step 5.** The IB coordinator will make a written response to the students, outlining the discussion and any proposed and/or agreed upon solution(s) within 7 days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and the minutes of meetings held. If not resolved at this level, the student will proceed to Step 6.
- **Step 6.** The student(s) will submit a completed written complaint to the school's principal. A meeting will be arranged with the student(s) after receipt of the written complaint (which should include the IB coordinator's response with recommended solutions and the student's objections or comments regarding these solutions). The student(s) will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or another person make the oral presentation on his/her behalf. This meeting will have minutes taken. The school's principal will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 7 days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and the minutes of meetings held.