

# **LWIS – CiS IB COMPLAINT POLICY**

## **Philosophy**

As an IB world school, LWIS City International School, always ensures that all its stakeholders are engaged actively in the decision making process that is related to the curriculum, support materials, assessment practices, and offerings.

However, in some occasions, complaints arise from parents/guardians and/or learners, whether informally or formally, for a concern or an appeal of a decision taken by the school.

Whether a concern or a complaint, the school always ensure that all raised cases are dealt with, resolved, and communicated with all concerned parties respectfully, fairly, openly, responsively, and confidentially.

## **Concerns**

Described as an issue to be resolved informally by contacting the IBDP Coordinator, HoS, P/V.P such as:

- an expression of worry related to subject(s)
- an expression of doubt
- student's behavior
- emotional wellbeing
- facilities
- an assessment's content or an assignment

### **Addressing Concerns**

In an effort to keep concerns from escalating, the school asks each learner to take steps to express his/her concern in an appropriate process and in accordance with the organizational chart. If the problem persists, the school principal and Vice principal will get involved to hear staff learners' concerns and recommendations.

### Procedures

Such concerns can be conveyed either in person, telephone, or an email. In such cases, the learners / parents / guardians are encouraged to follow the procedures shown below:

<b>Raised by</b>	<b>Raised by Nature of the concern</b>	<b>Steps to follow</b>
STUDENT	ACADEMIC	Step 1. Raise issue with teacher concern. If issue not resolved successfully and within 2 days, go directly to step 2. Step 2. Raise the issue with the IBDPC. If issue not resolved, go to step 3. Step 3. Raise the issue with the HoS. If issue still not satisfied, go to step 3. Step 4. Contact VP
	NON-ACADEMIC	Step 1. Raise issue with the HoS. If issue is not resolved, go to step 2. Step 2. Contact the VP
PARENTS	ACADEMIC	Step 1. Raise issue with the IBDPC. If issue not resolved successfully, go to step 2. Step 2. Raise issue with the HoS. If issue not resolved, go to step 3. Step 3. Contact VP
	NON-ACADEMIC	Step 1. Raise issue with the HoS. If issue is not resolved, go to step 2. Step 2. Contact the VP

### Complaints

Described as an issue to be resolved formally via an appeal as a request when a concern is not satisfactory resolved or not resolved such as:

- dissatisfaction of an action taken
- dissatisfaction of a lack of action
- dissatisfaction of a decision taken
- exams retake cases
- certificates with holding results due to non-payment of school fees
- fees charged by the school
- withdrawal from IB
- deadlines
- discrepancy of PG

- candidate's results are inaccurate (Enquiry Upon Results – EUR)
- academic misconduct
- decision in respect of adverse circumstances
- inclusive assessments arrangements
- candidate's results affected by administrative decision

Addressing Complaints / Appeal Procedures

In such cases, the learners / parents / guardians have the right to appeal following the procedures shown below:

Procedures

**(a) Within School**

1. Write in details the reason for the complaint for the IBDP Coordinator
2. Complaints will be acknowledged upon receipt or within 2 days
3. P/VP discuss the issue with the person prior to any decision
4. Complaints will be kept confidentially at all times
5. P/VP will decide on the steps to be taken by communicating it with the IBDP Coordinator
6. The appellant will be informed of the investigation's outcome

**(b) To IB: Via the learner or his/her parents/guardians**

1. Such appeals are restricted to the four areas mentioned in the table below
2. The appeal is processed by an appeal request form downloaded from the IB Answers service ([ibanswers.ibo.org](http://ibanswers.ibo.org)).and consists of two stages. Each stage will usually require the payment of a fee which will be refunded if the decision being appealed changes.
3. The appellant will go forward to this stage 2 when stage 1 appeal is not satisfactory. This is done via an IB form The full description of the appeal's ground must be received by the IB within one month from stage 1 decision.
4. The decision of stage 2 will be communicated to the student or his parents/guardians with no further acceptable requests by IB.

The table below describes the stages to be followed by the IB candidate and their legal guardians to submit an appeal for the IB to overview and re-evaluate a decision: Conditional that (1) the decision taken is not following the defined procedures, and (2) candidate found new evidences in breach of the general regulations.

**Table 1. Areas and stages of appeals via IB**

Areas of Appeal to IB	STAGE NUMBER	
	Stage 1	Stage 2 (If the outcome of stage 1 is not satisfactory)
1. RESULTS 2. ACADEMIC MISCONDUCT 3. ADVERSE CIRCUMSTANCES 4. INCLUSIVE ASSESSMENT ARRANGEMENTS 5. ADMINISTRATIVE DECISION NOT COVERED BY ONE OR MORE OF THE FOREGOING CIRCUMSTANCES THAT AFFECTS THE RESULTS OF ONE OR MORE CANDIDATES	<ul style="list-style-type: none"> <li>• Appeal requested by the P/VP or IBDPC</li> <li>• Appeal stage consists in a review of the case by the P/VP or IBDPC.</li> </ul>	<ul style="list-style-type: none"> <li>• Appeal requested directly by a candidate and/or his or her legal guardian/representative in addition to the Principal of IBDPC.</li> <li>• This stage of appeal grants the candidate a formal hearing by a constituted panel with one member independent from the IB.</li> </ul>
REFERENCE: Diploma Programme: Assessment appeals procedure (for use from September 2016, 13p)		

**NOTE:** It is the responsibility of the IBDP Coordinator to monitor and record all complaints /appeals as indicators of the how the school meets its learners needs and parents’ concerns and complaints and to develop action plans to avoid re-occurrence.

