

COMPLAINTS POLICY *(revised August 2023)*

This procedure has been created according to the IB requirement to assist the ISOB community members with the resolution of complaints related to school matters.

PRIOR TO MAKING A COMPLAINT

Before submitting a complaint under this procedure, you need to determine if your issue could have been resolved through abiding by the Teacher-Parent Communication procedure included in the program handbooks for parents and students (available on the school webpage).

PARENT – TEACHER – school communication / contact procedure

1. If you need to speak to a teacher/relevant school staff member about your child, please first contact the person by e-mail to make an appointment.

Please respect the privacy of teachers and do not contact them in the afternoons or at weekends or holidays unless there is an emergency you want to inform them about. In such cases, the best would be to contact the school office by phone or mail.

2. All teachers have the office e-mail address according to the pattern: name.surname@isob.ukw.edu.pl. They can be found on our webpage in the About/Family bookmark. On clicking on an avatar or photo you will access the person's email address.

We believe that any matter should be first addressed in the presence of the parties involved.

It is a good practice and a demonstration of respect to hear the arguments of both sides.

3. As the next step, you may wish to speak to the program coordinator or finally, the principal.

[...]

SUBMITTING A FORMAL COMPLAINT

If it has not been possible to resolve your issue in course of the above procedure or you wish to submit a formal complaint, the following procedure outlines how to submit your complaint:

- 1/ Complaints should be submitted in writing to the email address: office@isob.ukw.edu.pl
- 2/ If a complaint refers to a school staff member, it should be addressed to the school Principal. If a complaint refers to the Principal, it should be addressed to the governing body (the rector of the university).
- 3/ Please provide as much information as possible about the nature of your complaint and the parties involved.
- 4/ The details of your complaint including any previous attempts to resolve the matter and copies of all relevant documentation (where available) and the person your complaint relates to.
- 5/ Depending on the nature of the complaint, various school organs might be requested to provide opinions or information. These may involve the Teachers' Board, the Parents' Council, the Students' Council.
- 6/ The complaint is processed without unnecessary delay, not longer than 14 working days.
- 7/ In case of appealing the semester/final grades (including "behaviour grade"), the ISOB has adopted the attached policy (included in the program handbooks).

Resources:

'IB complaints procedure'', Nov. 2018

ISOB program handbooks

Classification and re-take examinations and appealing against the semester/final grade

§ 1

1. Students who cannot be assessed (at the end of semester I or the end of the school year) because of excusable absenteeism have the right to take a classification examination.
2. Students who cannot be assessed (at the end of semester I or the end of the school year) because of inexcusable absenteeism can take a classification examination – if the School Board agrees – at the request of the student and/or his/her parents (guardians).
3. The classification examination also concerns students who:
 - study individually (on the basis of separate rules),
 - study abroad,
 - wish to qualify to become a student of a higher grade than the student's current certificate states,
 - change the school type or profile
4. The Principal, in agreement with the student and/or his/her parents (guardians), appoints a date for the classification examination. If the student, due to unfortunate circumstances, cannot take the exam at the appointed time, he/she has the right to do so at another time agreed with the Principal.
5. The parents' (guardians') presence is allowed during the classification exam.
6. The classification exam is supervised by the examining board appointed by the Principal. The examining board consists of:
 - the Principal or the Head of Programme
 - the subject, or designated, teacher
7. The classification exam consists of both written and oral parts. In the case of Information Technology, Physical Education, the classification exam will be practical in form rather than theoretical.



8. After the classification exam a report is drawn up. The report includes:
 - the first names and surnames of the teachers who are the members of the examining board,
 - the date of the exam,
 - the exam tasks,
 - the regulations of the exam
9. The student's written exam papers and brief information about the oral part of the classification exam will be attached to the report.

§ 2

1. A final 'failed' grade (IB 1-2) can be changed only as a result of the re-take exam. A student who failed one re-take exam may be promoted conditionally at the discretion of the School Board, if he or she makes up for the appropriate material.
2. In exceptional cases the School Board may agree on two re-take exams (on two different subjects) only.
3. The re-take exam is carried out during the last week of the summer holidays. The exact date is settled by the Principal who appoints the examining board which includes:
 - the subject teacher as the examiner,
 - a teacher of the same or similar subject/related subject as a member of the examining board,
 - the Principal or the Coordinator as the head of the examining board.
4. The form teacher has the right to be present during the exam but without the right to make any decisions.
5. The subject teacher can be exempted from membership of the examining board on his/her request. In this case the Principal appoints another teacher of the same subject as the examiner.
6. If the student, due to unfortunate, justified and documented circumstances cannot take the re-take exam, the Principal appoints another time for the re-take exam.

7. After the re-take exam a report is drawn up. It includes members of the examining board, the date of the re-take exam, the student's written work and exam tasks attached.
8. The subject teacher is obliged to prepare, in written form, the range of the material/programme the student has to revise to be well-prepared for the exam.
9. A student who fails the re-take exam cannot advance to a higher grade.
10. Taking into consideration the educational abilities of the elementary and middle school pupils the School Board may allow the pupil, who failed the re-take exam, to continue in a higher form once during any given educational stage.
11. The examining board's decision is final.
12. The examining board's decision can be appealed to the Local Educational Authority (Kuratorium).

§ 3

1. Students and parents (guardians) have the right to appeal the semester or final grade.
2. The appeal must be lodged within 7 days after the end of the semester or the school year.
3. The appeal must be lodged in written form to the Principal.
4. In the case of a final educational or behaviour grade given against the rules, the Principal will appoint an examining board which:
 - carries out a test in a written form and oral form and decides on the semester/final grade (in case of the semester or final educational classes grade),
 - in the case of a final behaviour grade – the grade is discussed and the School Board takes a vote on the issue. If the number of votes is equal the chairperson of the board makes the final decision.
5. The date of the test (mentioned in 4 above) is agreed with the student and his/her parents (guardians).



6. The examining board consists of:
 - in the case of semester/final educational classes grade:
 - the Principal or the Head of Programme as the chairperson
 - the subject teacher
 - two other teachers of the same subject
 - in the case of the final behaviour grade:
 - the Principal or the Head of Programme as the chairperson
 - the form teacher
 - one of the subject teachers working with the class (appointed by the Principal)
 - psychologist (if employed in the school)
 - a representative of the School Students' Council *
 - a representative of the Parents' Board * to present their opinions to the Principal
7. The subject teacher can be exempted from the membership in the examining board at his/her request. In this case the Principal appoints another teacher of the same subject as the examiner.
8. The behaviour grade settled by examining board cannot be lower than the previously given grade.
9. A report documenting the boards' work is drawn up. This report includes:
 - in the case of the semester/final classes grade:
 - members of the board
 - the date of the exam
 - exam tasks
 - the result and the final grade
 - in the case of the final behaviour grade:
 - members of the board
 - the date
 - the result of voting
 - the final behaviour grade and its justification

10. Students' written work and brief information about oral tasks must be attached to the report.

If the student, due to unfortunate circumstances, cannot write the test at the appointed time he/she can do so in another time agreed with.