

School Mission

We aim to provide a holistic education that enables students to strive for excellence, communicate effectively, and be caring and open-minded members of our local and global communities.

Philosophy

These procedures outline how the school will deal with complaints towards the school or its IB Programmes, as well as deal with students' requests for appeals against IB programme decisions taken by the school.

These procedures adhere to the principles of the *IB Complaints Procedure* (IBO, 2018), namely:

- "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."

Procedure

1. It is hoped that most complaints and concerns will be resolved quickly and informally. If parents/guardians have a concern about their learner's well-being or progress in a particular class, they should first contact that teacher directly.
2. If the complaint cannot be resolved on an informal basis, then parents/guardians should submit their complaint in writing to the appropriate IB coordinator. The coordinator will discuss the matter with the complainant. If possible, a resolution may be reached at this stage. It may be necessary for the coordinator to carry out further investigations. These investigations may be delegated, as appropriate, to one or more members of administration.
3. If necessary, a conference to include some or all of the following: the student, parent/guardian, teacher, coordinator, counselor, and an administrator, may be warranted to further resolve conflicts.
4. Although most complaints regarding the IB Programmes at Kaiser High School should go through the IB coordinators and fall within the remit of our school, there is a process for complaints to the IB itself. See [The IB Complaints Procedure](#)

Students and parents/guardians can be assured that all concerns raised and complaints made will be treated seriously and confidentially, and that the act of making a complaint does not have negative consequences. The school staff, students, and parents/guardians are to conduct themselves in a professional manner at all times and with mutual respect.

References

- International Baccalaureate Organization, *Academic Integrity Policy*, 2019
International Baccalaureate Organization, *The IB complaints procedure*, 2018
Kaiser Complex IB MYP Complaints Procedure, 2022
Franconian International School, *IB Complaints Procedure*, July 2022

Complaints Procedure Review

All Kaiser High School IB DP & CP policies are annually reviewed, and revised if necessary, with input of representatives from the major stakeholder groups.