

## KCCIS Parent or legal guardian and student complaints procedures to the IB Diploma / Course Programme 2022-2023

### **A. Introduction and Purposes**

The purpose of the parent or legal guardian and student complaints procedures is to:

- a) ensure that all stakeholders (students, teachers, parents, administrators, etc.) within the KCCIS IB Community have access to this policy to provide a consistent, fair, and open process to express their concerns/complaints
- b) take and handle concerns/complaints seriously, promptly, honestly and effectively
- c) encourage the resolution of issues identified by informal means if possible
- d) maintain good working relationships between all members of the IB community
- e) monitor and record a concern/complaint, and actions are taken to resolve the issue
- f) improve the provision of services/facilities provided to the IB community members using the outcomes of the concern/complaint.

### **B. Philosophy and Principles**

The home-school relationship is highly valued. KCCIS aims to establish easy and trustworthy communication at all levels and further promote a positive and successful relationship between home and school. We aim to resolve all concerns/complaints through a constructive and collaborative partnership.

### **C. Raising a Concern/Complaint**

#### **(Stage One)**

- a) If a parent wishes to express a concern/complaint, the first step is to contact the relevant **member of staff** connected with the issue, for example, the teacher, concerning an academic concern.
- b) The relevant staff member will acknowledge receipt of the concern/complaint and, if deemed necessary, will arrange a meeting with the parent to discuss the issue. The relevant member of staff receiving the complaint needs to record the details of the issue, who was involved, and what actions, if any, have been taken.
- c) Most concerns/complaints can be resolved quickly and informally. However, if the concern/complaint remains unresolved, the matter will move to Stage Two.

#### **(Stage Two)**

- a) The parent will write to the relevant staff member to say he/she is unhappy with the response and that he/she will request a meeting with the **Head of the Department (HOD)** and **IB Diploma Programme Coordinator (DPC)** for an academic concern/complaint. The parent will be invited to write the complaint using the **Formal School Complaint Form (Appendix 1)** attached to this policy.
- b) The relevant staff member will inform the relevant Senior Leadership Team (SLT) team member.
- c) The parent will request a meeting with the relevant member of the SLT team.

- d) A resolution is reached at this stage. However, if the concern/complaint remains unresolved, the matter will move on to Stage Three.

### **(Stage Three)**

- a) The parent will write to the relevant member of the SLT team to say he/she is unhappy with the response and request a meeting with the **Head of School (i.e. School principal)**.
- b) The principal will lead an investigation into the case,
- c) The principal will schedule a meeting with the parent and all other relevant staff members to communicate the resolution or decision of the school.

Copies of complaint forms will be kept with the record at the principal office. All concerns/complaints will be dealt with seriously and, where necessary, will respect confidentiality.

### **D. Student's Requests for academic appeals**

Academic appeals are appeals against errors identified concerning academic decisions made by a KCCIS staff member. Some typical academic decisions include rejecting submitted work with identified academic misconduct and failing to meet deadlines for externally assessed work.

Students may not appeal against the academic judgement of their teachers, for example, the interpretation of the assessment's quality and awarding predicted grades for university/college admissions.

Students are encouraged to discuss the concern/issue with the IB DP Coordinator for advice and guidance before submitting a **Formal Academic Appeal form (Appendix 2)**.

The IB DP Coordinator, the relevant SLT members, and the Head of School (i.e. School principal) will set up meetings and decide on a resolution. The requests for Academic appeal will not be considered during the summer holiday period from mid-July to end-of-August each year.

### **E. Appealing IB DP Results**

- a) If a student or parent wishes to raise a query with regard to the IB exam grade(s) awarded, the first step is to contact the IB DP Coordinator and request an Enquiry Upon Results (EUR).
- b) The IB DP coordinator will inform the parent of the grades award and component breakdown scores. The potential consequences of requesting an official EUR from the IBO will be explained.
- c) If a student or parent wishes to appeal the awarded grades officially, parents will receive the official consent form (grades may be lowered, raised or left unchanged after the appeals) and the payment request.

- d) The IB DP coordinator will initiate the requests to the IBO and notify students and parents of the outcomes once available.

#### **F. Roles and Responsibilities**

**The responsibilities of the Head of School and Senior Leadership Team members are to:**

- Ensure the policy is being communicated and shared with the members of the IB Community, including the students
- Ensure the rules and procedures adhered to by this policy are being followed to reach a satisfactory outcome
- Determine how concerns/complaints will be recorded and used to improve the provision of services/facilities, including professional development opportunities.

**The responsibilities of the teachers and Heads of Departments are to:**

- Provide a comprehensive consideration of the concern/complaint through thorough meetings with the parents to establish what had happened and who had been involved
- Interview students and personnel relevant to the concern/complaint
- Consider school records and other relevant information
- Analyse information
- Liaise with the parents to clarify what the parents feel would put things first.
- Prepare a comprehensive report, which includes recommended actions to resolve the concern/complaint for the SLT.

**The responsibilities of the students are to:**

- Address the academic appeal initially with the person involved, e.g. teacher
- Follow the stages and guidelines laid out in this policy
- Seek advice and guidance from the IB DP Coordinator
- Respond to requests for information or meetings promptly

**The responsibilities of the parents are to:**

- Address the concern/complaint initially with the person involved, e.g. teacher
- Explain the concern/complaint in full as early as possible and follow the stages and guidelines laid out in this policy
- Make reasonable efforts to seek a resolution to the issue informally (Stage One)
- Respond to requests for information or meetings or in agreeing on the details of the complaint, promptly
- Treat all those involved in the complaint with respect and ask for assistance if needed
- Respect confidentiality and refrain from publicising the details

#### **G. Policy Review:**

The Parent or legal guardian and student complaints procedures shall be regularly reviewed to assess whether the procedures are working in a satisfactory manner. Reviews shall occur at least once every two years but may occur more frequently as needed. Input shall be sought from all interested parties, and amendments shall be made as necessary.

## **H. Communicating the Parent or legal guardian and student complaints procedures**

The Parent or legal guardian and student complaints procedures shall be available to the members of the IB community. The procedures shall be posted on the KCCIS website and updated as revised.

*Created by C. Tse Feb 2023*

*Revised by C. Tse / Mr. Fong / Parent or legal guardian and student complaints Committee April 2023*

*Open for further discussions May-June 2023*

*Public Dissemination July 2023*

*This policy is subject to review by C. Tse / Mr. Fong / Parent or legal guardian and student complaints Committee in Sept 2024*

**Formal School Complaint Form**

Parents who filed the complaint: \_\_\_\_\_

To whom or the area(s) of concern/complaint: \_\_\_\_\_

Contact details (email address to mobile): \_\_\_\_\_

**Details of Complaint:**

(please be specific, for example, giving the dates, who was involved, and where, etc.)

Please attach a continuation sheet and provide additional information if needed.

**What actions do you want the school to take in response to your complaint and to bring this matter to an agreeable closure for yourself and the school?**

Signature: \_\_\_\_\_

Date of completing the form: \_\_\_\_\_

**Formal Academic Appeal form**

(to be completed by the IB Diploma/Course Programme students)

Name of student: \_\_\_\_\_

Subject area: \_\_\_\_\_

Teacher name: \_\_\_\_\_

**Reason(s) for the academic appeal:**

(please be specific, for example, giving the dates, who was involved, and where, etc.)

Please attach a continuation sheet and provide additional information if needed.

**Evidence provided:**

Signature: \_\_\_\_\_

Date of completing the form: \_\_\_\_\_