

PARENT OR LEGAL GUARDIAN AND STUDENT COMPLAINTS PROCEDURE

at II Liceum Ogólnokształcące im. Mikołaja Kopernika in Leszno

z Oddziałami Dwujęzycznymi i Międzynarodowymi

for International Baccalaureate Diploma Programme students

1. Introduction

At II Liceum Ogólnokształcące im. Mikołaja Kopernika in Leszno z Oddziałami Dwujęzycznymi i Międzynarodowymi we make every effort to improve the educational environment that promotes individual student development. When ambiguities arise, we rely on open communication and access to feedback. In the event of any such ambiguity a student, his or her parent or legal guardian may file a complaint. A complaint is understood as a request regarding aspects of the schools' work and/or the implementation of the IB programme.

The purpose of this document is to provide you with a safe, peaceful experience

and friendly environment for parents and students. The following principles apply to ensure the effectiveness of the complaints process:

- 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.

2. Rules

In accordance with the Rules for IB World Schools i.e. the rules applicable to IB World Schools:

Article 6.1: The school must have in place written procedures for how it will deal with complaints and students' requests for appeals against IB programme decisions taken by the school, ensure that

details of these procedures are made widely available and accessible to all students, and operate in accordance with such procedures.

Article 6.2: The school must inform parents or legal guardians about the school's procedures for addressing complaints and students' requests for appeals of IB programme decisions taken by the school.

3. Programme standards and practices

Leadership 4.4: The school ensures that students and legal guardians are informed of the general characteristics of relevant programme(s) and how the school implements them.

Approaches to assessment 3.4: The school implements, communicates and regularly reviews consistent and fair systems and processes for reporting student progress and handling appeals or challenges.

The aim of the procedure is to specify how the school will:

- deal with complaints towards the school, the staff or IB programme
- deal with students' requests for appeals against IB programme decisions taken by the school
- ensure that procedures are made available to all students

4. Which complaints are covered by this procedure?

The procedure covers the following complaints / concerns:

- 2.1 related to a student's academic performance or to their school life outside of the classroom;
- 2.2 involving a student's interaction with other students or with members of the school staff;
- 2.3 related to the school procedures and facilities, including the running of the International Baccalaureate Diploma Programme and the decisions made by the school.

5. Procedure

Depending on the nature of the objections, the following procedure shall be undertaken:

- 1) In the first instance, the objection should be reported in person or by school information system Librus to the subject teacher or class teacher, who will inform the subject teacher of the situation.
- 2) If the class teacher and the subject teacher are unable to resolve the situation on their own or the situation exceeds their competence, it will be referred to the school IB DP coordinator and/ or the Head of the School. Such a situation will occur, in particular, if the class teacher is also the teacher of the subject to which the complaint relates.
- 3) A complaint addressed to the IB DP Coordinator or the Head of the School should be submitted in writing to the school office.
- 4) The IB DP Coordinator and/ or the Head of the School will review the complaint and then, if necessary, invite the interested parties to attend a meeting to clarify the matter.
- 5) The IB DP Coordinator and/ or the Head of the School will make every effort to fully clarify the subject of the complaint.
- 6) The complaint will be informed in writing by the IB DP Coordinator about the validity or otherwise of the complaint and the recommendations and/or findings made within 14 working days from the date of the receipt of the complaint.
- 7) Documentation of the handling of each complaint will be kept by the school.

6. Enquiry Upon Results

A separate procedure shall be followed in the event of a student's and/or parent's request for re-evaluation of the Diploma Program's external examination results.

After each exam session, the IB offers a number of services to schools through Enquiry Upon Results, which can be found on the IBIS website.

Enquiry Upon Results (EUR), subject to a fee and depending on what you order, with the consent of the student and parent, allows schools to apply for:

- Category 1: reassessment of an individual candidate
- Category 2a: return of externally assessed material for a fee according to the component
Category 2b: return of externally assessed material by subject/level for an individual candidate.
- Category 3: re-modification of exemplary internal assessment work.

In the case of EUR, the following actions should be performed:

1. The DP Coordinator informs candidates/guardians about the possibility of submitting a Request for Results Inquiry (EUR) (all categories) after the results are announced.
2. The DP coordinator explains the process, details of fees, etc., and the consent of the candidate(s) or his/her legal guardian(s), making sure that the candidate and/or legal guardian(s) are aware that the grade may go up or down.
3. The candidate/legal guardian understands the process and sends a letter of consent to the DP coordinator.
4. The DP coordinator sends the request to the IB
5. The DP Final Award Committee carries out the process.
6. If the grade changes, the new grade will be reflected on the candidate's website.
7. The DP Coordinator informs the candidate of the updates.

Compiled on the basis of:

1. *Guide to Programme Evaluation August 2023 published by International Baccalaureate Organization*
2. *Rules for IB World Schools June 2020 published by International Baccalaureate Organization*
3. *Programme Standards and Practices, 2020 published by International Baccalaureate Organization*
4. *The IB complaints procedure (2018), Published by International Baccalaureate Organization*

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