

COMPLAINTS

A school is a living organism of many individuals, and therefore, it is natural that students or their legal guardians may occasionally express their concerns or complaints regarding various issues of the school life. Here, at the International School of Poznan we aim to resolve all complaints as soon as possible and are committed to continue providing the highest quality of education throughout the process.

§1 INFORMAL CONCERN/COMPLAINT

1. The International School of Poznan (ISOP) expects that most concerns and difficulties, where a parent/legal guardian or student seeks intervention, can be resolved informally at an early stage:
 - a. a concern/complaint should be first verbally raised by a student/legal guardian with the teacher most closely related to the issue so that the teacher can have an opportunity to address the matter first,
 - b. should a concern or difficulty be raised with a member of staff who is unable to resolve the issue, they will readdress the problem in question to the Homeroom teacher or a Programme Coordinator,
 - c. if a concern/complaint remains unresolved, a request for a meeting with a School Principal may be desirable to resolve the concern/complaint through further discussion.
2. In some circumstances, the above - mentioned school representatives may not be able to address the concern instantly and may require some time to investigate and prepare a response.
3. At this informal stage, there is no fixed timeline to resolve a concern/complaint; the importance of dialogue through an open discussion is most valued.
4. All actions taken to resolve a concern/ complaint should be treated by both sides with respect, courtesy and given due consideration.

§2 HOW TO INITIATE AN INFORMAL CONCERN/COMPLAINT

1. A parent/guardian may reach out to a subject teacher, homeroom teacher, or program coordinator to arrange a meeting to discuss their concerns.
2. A parent/legal guardian has the opportunity to communicate their concerns during a parent-teacher conference (see the School Calendar for scheduled parent-teacher conferences and parent-teacher meetings).

3. The parent/guardian may also appropriately communicate concerns or complaints via email or e-register to the relevant school staff member.

§3 FORMAL COMPLAINT

1. If a parent or guardian feels that the informal process has been fully explored without resolving their issue, they may initiate a formal complaint by following these steps:
 - a. **Submit a Written Complaint:** Address the complaint to the appropriate School Principal or a member of the Management Board,
 - b. **Await a Response:** The school will respond within 14 working days of receiving the complaint. The response may be in the form of a meeting involving all relevant parties to discuss and address the issue, or a written document stating the final decision,
 - c. **Expect Timely Communication:** The final decision or action will be communicated within the aforementioned 14 working day period. However, in certain cases where more time is needed to reach a conclusion or implement actions, the school will inform the complainant, either in a meeting or through a written statement,
 - d. **Understand Potential for Extended Time-Frame:** Specific situations may require additional time beyond the initial 14 working days to finalize the decision or action,
 - e. **Acknowledge School's Rights:** The school reserves the right to terminate any complaint procedure if it is determined, upon reasonable evaluation, to be abusive or unsubstantiated.
2. The formal complaint process is designed to ensure a fair and thorough consideration of concerns, with the aim of reaching a satisfactory resolution for all parties involved.

§4 COMPLAINTS REGARDING FINAL GRADES ISSUED BY TEACHERS

1. All procedures regulating complaints against final grades, whether it be a subject or conduct grade, are described in the ISoP Assessment Regulations, under paragraph 5.

§5 COMPLAINTS REGARDING THE IB DIPLOMA PROGRAMME

1. The International Baccalaureate (IB) organization acknowledges that it does not intervene in matters concerning decisions made by an IB World School, emphasizing that:

"IB World Schools are entirely independent from the IB and are solely responsible for the implementation and quality of teaching of their programmes. The IB has no jurisdiction over decisions made by the IB World Schools, as set forth in the [General Regulations](#)."

§6 COMPLAINTS REGARDING FINAL GRADES AWARDED BY THE IB

1. A candidate's final assessment work (internal or external) may be re-marked as part of the Enquiry Upon Results service (EUR) provided by the IB.
2. All details on this procedure and applied fee structure may be obtained from the IB DP Coordinator.
3. All candidates should bear in mind that re-marking a candidate's assessment material may lead to a higher or lower grade for the subject.

§7 RESOURCES AND DOCUMENTS REGULATING COMPLAINT PROCEDURES

1. Assessment Policy in the IB DP - available at www.isop.pl
2. ISOP Assessment Regulations - available at www.isop.pl
3. General Regulations: Diploma Programme - available at www.isop.pl
 - a. Art.12: Enquiry Upon Results
 - b. Art.17: Admissibility of an Appeal
4. <https://www.ibo.org/contentassets/fab8ccef45b743c0a68de6f9ea989385/ib-complaints-procedure-nov-2018-en.pdf>