



Lo-Ellen Park Secondary School

Complaint Policy for IBDP

Complaints Procedures for Parents

At Lo-Ellen Park Secondary we welcome suggestions and comments from parents and students and take any complaints that arise very seriously. We encourage both parties to bring their concerns to our attention as early as possible so that we have the opportunity to rectify the problem or explain the school's position before a concern becomes more serious. Our staff and administration team endeavour to listen to what parents and students are saying in order to resolve any problems or concerns. Our school aims to be honest, open and fair when dealing with a complaint. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, provide sufficient opportunity for any complaint to be fully discussed, and then dissolved. This policy advises all persons on how to direct a complaint and the potential escalation procedures around this.

In line with the IB Complaint handling procedure and to ensure the complaints process is effective, the following principles are applied throughout 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.

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 for making complaints

Parents who have a concern or complaint regarding the student's learning and teaching, should raise these in the first instance with the concerned faculty member by email. If the parent is not satisfied with the response of the faculty member or feels that the matter is sufficiently sensitive or serious, they should contact the IB Diploma Programme Coordinator by phone or email, a meeting can be arranged if needed. The DPC will discuss the problem with the parent and the student and the concerned faculty member. An attempt to resolve the complaint will be made keeping the interests of all stakeholders. The principal will be advised of all complaints and may wish to resolve the issue directly or they may attend the meeting with the DPC. Parents can email the principal but if it is an IB issue, the complaint will be most likely passed off to the IB Diploma Programme Coordinator.

IB Grades Complaints

Students who wish to have an IB grade re-marked must contact the IB Coordinator who will complete an Inquiry Upon Request to the IB. The student will be responsible for all costs associated with the re-mark.

Sources

Complaint Handling Policy for IBPD, Smt. Sulochanadevi Singhanian IB World School (DP) Thane.
IB Complaints Procedure (2017)