

Complaints Procedure Policy

This policy gives clear procedures how we deal with concerns and complaints in our school community. It aligns with our school mission:

Belong to our school family – all stakeholders feel part of the family. They see that complaints and concerns are taken seriously and that they can actively take part in shaping our community and its rules.

Engage globally – the policy ensures that everybody feels heard and no discrimination based on cultural differences, religion, gender or any other differences is tolerated in our community.

Grow for the future – this policy helps all stakeholders to see democratic processes in action and learn to be part of them. The process of listening to and resolving complaints can contribute to school improvement.

It aligns with the IB mission and is firmly based on our striving to bring all Learner Profile attributes to life. Furthermore, it aligns with administrative law principles valid for our school.

All concerns and complaints are resolved at the earliest possible stage, best of all directly with the parties involved in an informal way. Being a good communicator helps all stakeholders to do this.

If an issue cannot be solved informally, we follow the formal procedures outlined in this policy.

Both formal and informal concerns are taken seriously by all stakeholders who make any effort to resolve the matter as quickly as possible.

What is a complaint?

A **complaint** is an expression of dissatisfaction however made, by a student, parent or caregiver with a legitimate interest in the **school**. It may be about **school policies** or **procedures**, the conduct, actions or omissions of members of staff employed at the **school**, or the standards of teaching and learning.

We will:

1. listen
2. value trust of stakeholders
3. ask questions to get every detail
4. take notes
5. take necessary steps
6. document results
7. always keep promises

Who can make a complaint?

Any stakeholder (parents, students, teachers, agents, staff) can make a complaint, and all of them are treated equally. All complainants are treated fairly and offered a chance to state their case either in person or in writing, at each stage of the procedure.

If the complainant contacts the school again on the same issue before we have had a chance to deal with the matter, the correspondence may then be viewed as 'serial' or

First version: Dr. Heinicke 15.06.2021 discussed and approved by IB team

'persistent' and we may choose not to respond until the first complaint procedure has been completed.

Stages and appeal procedure

Our school strictly follows these complaint procedures

Student/parent about academic subjects → subject teacher → coordinator DP or MYP → Head of school

Student/ parent about any other not subject related issues → homeroom teacher → coordinator DP or MYP → Head of school

Student/ parent/ guardian/ agent about boarding school → boarding school educator/ Head of boarding school → Head of school

All IB decisions including IB exams → coordinator DP or MYP → IBO

Class reps can raise any topic representing the whole class after being asked to do so after having followed the above mentioned steps.

Staff can complain directly to the Head of school, Betriebsrat and Human Resources

Complains about Head of school can go directly to F+U administration → Kultusministerium/Regierungspräsidium

Complaint campaigns

In the case that our school receives large volumes of complaints based on the same subject, we will invite all stakeholders for a conference to solve the problem in the best possible way.

Timeliness

All e-mails from students and parents are answered within 48 hours during school time; a delay is allowed during school holidays. Some part-time teachers may take more time to answer emails.

All complaints will be considered and resolved as quickly and efficiently as possible.

Recording complaints

Complaints should always be made in writing or in person.

If the complainant is not able to do the writing in English, we accept any other language and will have it translated into English.

Every complaint will be recorded in the following way:

- All steps of the procedure will be filed by the person who receives the complaint.
- The file documents will be handed over to the person responsible for the next step of escalation if needed.
- No face-to-face and/or online meetings are recorded, but the person responsible for them sends a summary of the meeting including conclusions and reasons afterwards and files this summary.
- All the files are kept securely.

- Personal data will only be kept for as long as is necessary for the immediate purpose of processing.

Other complaints

Complaints about admission appeals follow our admission policy.

Complaints about inclusion follow our inclusion policy

Complaints about exclusion of children from school follow German legal rules applicable for school.

Staff conduct complaints

Complaints about staff are dealt with under the school's internal disciplinary procedures, if appropriate.

Complainants will not be informed of any disciplinary action taken against a staff member as a result of a complaint. However, we notify complainants that the matter is being addressed.

Publication and revision

This policy will be published on our school website and is available in ManageBac and OpenApply for all new applicants.

This policy is revised annually in a process that includes all stakeholders.