

International School Dhaka

Complaints Procedure

on Academic/IB Programme Decisions

Purpose & Scope

As an IB world school, International School Dhaka (ISD) regularly updates students, and parents about each of the IB programmes offered at the school. This involves published programme material, email communications, information on the ISD website and annual parent workshops on the nature and curriculum of the PYP, MYP and DP programmes and assessment practices. In the event that changes in structure or offering to any of the three IB programmes is planned, ISD is committed to ensuring that all stakeholders are consulted, informed and actively participate in the decision making process.

We understand however, that there are occasions when people would like to raise their concerns formally. In this case, ISD will attempt to resolve the issue internally, through the stages outlined within this complaints procedure document. ISD takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

This document outlines procedures arising specifically in relation to complaints and students' requests for appeals against IB programme decisions taken by the school. These procedures do not apply to matters where there are legislated requirements or existing policies and processes of appeal already in place.

Concerns Vs Complaints

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, by contacting the primary principal David Longworth david.longworth@isdbd.org or secondary principal Chris Boyle, at: chris.boyle@isdbd.org, without the need to use the formal stages of the complaints procedure outlined below.

- A **concern** may be defined as *'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'*.
- A formal **complaint** may be defined as *'an expression of dissatisfaction however made, about actions taken or a lack of action'*.
- An **appeal** may be defined as *'a request for the review of a decision or action taken'*.

Procedure to address Concerns

Anyone with a concern is encouraged to discuss the matter with the person involved as soon as possible to prevent issues escalating.

- A concern related to subject teaching such as IB content or assessment, should be firstly discussed with the class teacher.
- A concern with course placement or assignment should be discussed with the relevant IB Coordinator.

- A concern with courses or subjects offered by the school, scheduling or hours of teaching should be discussed with the primary or secondary principal.
- A concern related to any one of the overall IB programmes should be discussed with the relevant principal and school Director.

If the matter is not resolved in a manner that fully addresses your concern, you may wish to take the matter further by following the procedures for making a formal complaint.

Procedure for a Formal Complaint

In some cases, such as when your concern cannot be resolved, you may wish to make a formal complaint. The following procedure must be followed.

1. Write down your complaint related to the IB programme decision made by the school, giving details of the issue, including details of efforts that have been made to resolve the matter. Include your name and contact phone number.
2. Address your written complaint to the relevant division Principal. Ask for assistance at the school office if you are unsure how to go about delivering your complaint.
3. Complaints will be acknowledged immediately upon receipt or, if that is not possible, within 48 hours, giving assurance to the complainant that the issue will be investigated.
4. When a formal written complaint is received the division Principal will discuss the matter with you before deciding what further action should be taken. You may have a support person with you when you discuss the complaint, if you wish. This meeting will be documented.
5. Your complaint will generally be treated in confidence and investigated. However, in the interests of resolving the complaint, other personnel such as Programme Coordinators or Heads of Department may be involved.
6. The Principal will decide what steps will be taken as a result of the investigation including communicating with the IB for further clarification and will ensure that a record of the process is kept.
7. You will be informed of the outcome of the investigation after sufficient time has elapsed for investigations to take place.
8. If you are dissatisfied with the outcome of the complaint you may write to the Board of Trustees for a review of the complaint.

Procedure for Appeals

IB PYP

As PYP assessment practices at ISD are not based on grading but levels of achievement, the scope for appeals do not occur. However students and parents are welcome to discuss concerns with homeroom teachers or the principal.

IB MYP

Students' appeals are generally associated with assessments and subject grades. The MYP requires all subject teachers to use standardization of assessment that ensures fair and transparent grading processes, hence scope for appealing MYP grades is limited.

IB DP

ISD DP summative assessments may carry the potential for a retake in cases where a student wishes to appeal the results. The opportunity for retakes is at the discretion of the teacher and/or DP Coordinator. Students can follow the procedures outlined in the Student-Parent Policy Manual.

DP World Exam Appeals

For appeals on formal DP examination results (those assessed externally by the IB) The IB Organization accepts appeals in relation to four areas of decision-making during an examination session.

Appeals are possible against:

- results—when a school has reason to believe that a candidate’s result(s) are inaccurate after all appropriate enquiry upon results procedures have been completed. This is the most common appeal, known as an ‘Enquiry Upon Results (EUR)’
- a decision upholding academic misconduct, but not against the severity of a penalty
- a decision in respect of special consideration—following a decision not to give special consideration to a candidate as a consequence of alleged adverse circumstances
- an administrative decision not covered by one or more of the foregoing circumstances that affects the results of one or more candidates.

Appeals Process

The appeals process is divided into two stages. Each stage requires the payment of a fee by the candidate or their legal guardian(s). The fee applicable to the relevant stage of appeal will be refunded in the event that the appeal at that stage is upheld (i.e. the appeal is successful).

- A stage one appeal can only be requested by the Head of School or by the DP Coordinator from the school at which the candidate, known as the appellant during the appeals process, was registered for the examination session.
- A stage two appeal can be requested directly by a candidate or their legal guardian(s) in addition to the Head of School and DP Coordinator if the outcome of a stage one appeal is not satisfactory. A request for appeal at either stage must be submitted with a completed appeal request form that can be obtained from the IB Organization via the IB Answers service.

Rights and responsibilities

Parents lodging a concern or complaint with International School Dhaka can expect to:

- be treated with respect, courtesy and consideration
- have their complaint dealt with in an efficient and timely manner
- have personal information treated as confidential
- have their complaint considered impartially and in accordance with due process

In return International School Dhaka requests that parents making a complaint will:

- treat all parties with respect and courtesy and maintain confidentiality
- raise the concern or complaint as soon as possible after the issue has arisen provide complete and factual information about the concern or complaint
- ask for assistance or further information as needed
- act in good faith to achieve an outcome acceptable to all parties
- have realistic and reasonable expectations about possible outcomes/remedies.

Bibliography

Thank you to:

Mt Pleasant Primary School Parent Complaint Policy and Procedures: Issue 1: 2012

Karapiro school complaints policy and procedures

<https://www.gov.uk/government/publications/school-complaints-procedures>

Review

This document was created in July 2020

This document is reviewed on an annual basis and updated in July 2022

This document is attached to the Staff Manual and Parent, student handbook