

# B.I.S.

## Concerns & Complaints Procedures

**Next review date:** 1st September 2024

## Bogaerts International School's (BIS) guiding principles

Bogaerts International School's vision, mission and philosophy affirm our dedication towards fostering student agency as well as personal and academic growth within a trusting family environment. For this reason, we invite all members of the learning community to engage in open dialogue in order to share with us their concerns specifically related to the IB programmes and the way in which we implement them.

To enable this collaboration, our school has planned specific procedures for the expression of concerns and complaints which will be outlined in this document. At BIS, an efficient and organised communication channel serves to guarantee that concerns and complaints are resolved at the earliest possible stage. Many concerns can be resolved informally with direct communication between the parties involved, without the need to escalate to filing a complaint.

The IBO does not actively address issues pertaining to any of the IB Programs (PYP/MYP/DP) with students or parents of IB schools. For this reason, IB Programme Coordinators (IB PYPC/MYPC/DPC) should be contacted with any questions or concerns regarding the IB Program's services, requirements, or assessments in order to receive an explanation or clarification.

When it is motivated by a sincere desire to raise the standard of how programs are implemented or to give the school the tools it needs to carry out its duties more efficiently and effectively in order to meet the needs of our IB students, BIS welcomes constructive criticism from both students and parents. For this reason, we have constructed the Feedback/Recommendations Form which can be found in the Appendix of this document.

The pertinent procedures in this document are intended to reassure all members of our community, including students, parents, and staff members, that:

- I. Any concern or complaint will be dealt with by the school in a fair, open, and responsive way, with the aim of achieving a timely and satisfactory resolution.
- II. The school recognizes that a willingness to listen to questions and criticism and to respond effectively, can lead to improvements in school practices for all stakeholders.

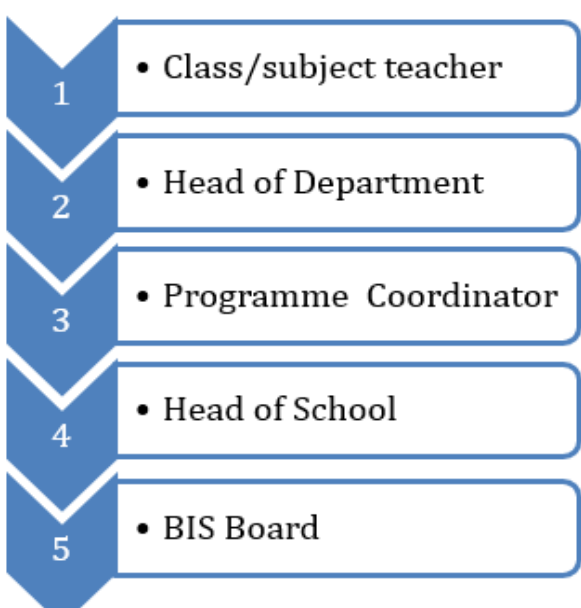
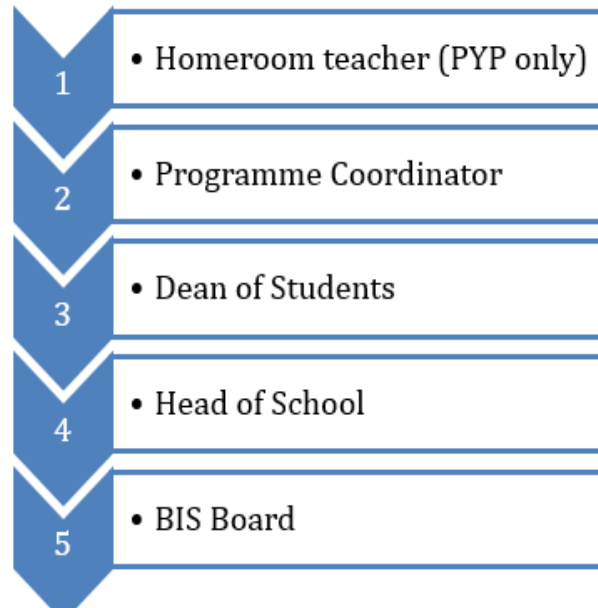
## Nature of concerns and first points of contact

Parents, students and any member of our community are encouraged to contact the following authorised school staff member(s), as first points of contact depending on the nature of their concern. Contact can be made via phone calls, emails, and scheduled meetings.

Nature of concern	First Points of Contact
For academic progress and achievement, instructional materials, or learning environment	Class teacher (PYP) or subject teacher and Heads of Departments (MYP and DP)
For a student's wellbeing, social and emotional support	Dean of Students
Inquiry about an IB academic program and its implementation	Relevant IB Programme Coordinator (PYPC, MYPC, DPC)
Learning support (LS) and relevant accommodations	LS Coordinator

## Suggested procedure for the escalation of a concern

The following visual graphics below suggest steps for escalation of concerns. We strongly suggest that anyone wishing to express a concern starts with the first step and follows the recommended order if the concern has not been resolved.

Academic Concerns	Pastoral-Wellbeing Concerns
 <ol style="list-style-type: none"> <li>1 • Class/subject teacher</li> <li>2 • Head of Department</li> <li>3 • Programme Coordinator</li> <li>4 • Head of School</li> <li>5 • BIS Board</li> </ol>	 <ol style="list-style-type: none"> <li>1 • Homeroom teacher (PYP only)</li> <li>2 • Programme Coordinator</li> <li>3 • Dean of Students</li> <li>4 • Head of School</li> <li>5 • BIS Board</li> </ol>

For academic concerns, the relevant IB Programme Coordinator can contact the IBO for counsel and additional direction.

For pastoral-wellbeing concerns, the homeroom teacher (in PYP) and the Programme Coordinator (MYP/DP) must inform the Dean of Students for consultation on the best course of action.

## Complaint procedure

The complaint process was adopted from the IB Complaints Procedure, 2018 official document. The procedure's main goal is to help BIS IB students, parents, and IB personnel resolve complaints connected to particular IB issues. At BIS we are dedicated to providing the best service possible and therefore we strive to implement the programme strictly in accordance with the 2020 IB Standards and Practices.

The following procedure must be followed when students, parents, or community members express a complaint.

## A. Before filing a complaint

1. You must ascertain whether your complaint refers to a topic that can be resolved through this method before submitting it.
2. You should, whenever possible, try to follow the concern escalation procedure informally before filing a formal complaint form. You are still free to file a formal complaint if necessary after making an informal attempt to settle the issue.

## B. Submitting a formal complaint

The procedure outlined below details how to make a formal complaint if your concern has been resolved or if you desire to do so.

Email complaints to the relevant IB Programme Coordinator (PYPC/MYPC/DPC) and the Head of School in “cc” (carbon copy).

Please be as specific as you can about the nature of your complaint and the relevant departments or services. You must provide us with the following details, specifically:

- Your name, an address where we can reach you, a phone number, and/or an email address so we may follow up on the complaint.
- If you are an IB student (or the legal guardian of an IB student), you must supply the student's personal code OR BBS ID number.
- The section (PYP, MYP, DP) to which your complaint relates.
- For complaints concerning Secondary school, the specific Department.
- The specifics of your complaint, including copies of all pertinent evidence and any prior attempts to resolve the issue (where available).

The IB Programme Coordinator will acknowledge receiving your complaint and direct the inquiry, working with the Head of Department, the Head of School, and relevant Teachers. If additional information is required, you may be called to provide the necessary clarification. Within ten working days of receiving the complaint, BIS personnel will attempt to get back to you with their findings. You will be informed if more time is needed and given an estimation of when you might expect a final response.

If a complainant's correspondence is, in our reasonable view, frivolous, vexatious, or abusive, or if the situation has been resolved as a result of the formal complaint process, the school reserves the right to stop communicating with them.

### **C. Appealing against the response to a formal complaint**

If your complaint fits within the purview of this procedure and you are still unhappy with the response to the formal complaint, you may appeal by sending an email to the Head of School with the subject line "an appeal against the response received in regard to a complaint."

Any appeal to the Head of School must be submitted within a week after receiving the response to the first formal complaint. Please include in your appeal letter any prior correspondence relevant to the complaint with the Programme Coordinator or any BIS Staff member, including the responses you have received.

The Head of School will respond with the final response within 10 working days. If extra time is needed, you will be notified right away and given an update on the review's status as well as a projected delivery date for your final response.

### **References**

International Baccalaureate Organization. November 2018. The IB Complaints Procedure. Geneva, Switzerland.