COMPLAINT PROCEDURE

updated September 2024

Międzynarodowe Szkoły Paderewski w Lublinie
IB World School 001158

Introduction

This document shall contribute to the predictable handling of complaints put forward by students and/or their guardians so as to ensure a safe and productive school environment.

In Paderewski we value open communication with the student body.

Principles

1. Where possible we will handle complaints in confidence.

2. We will not take action against anyone who makes a reasonable complaint.

3. All relevant facts will be established and examined fairly before any action is taken.

4. We understand that in some situations people do not intend to offend others; instead they are misunderstood.

5. Parents/carers and students may take complaints, problems or concerns to any member of staff.

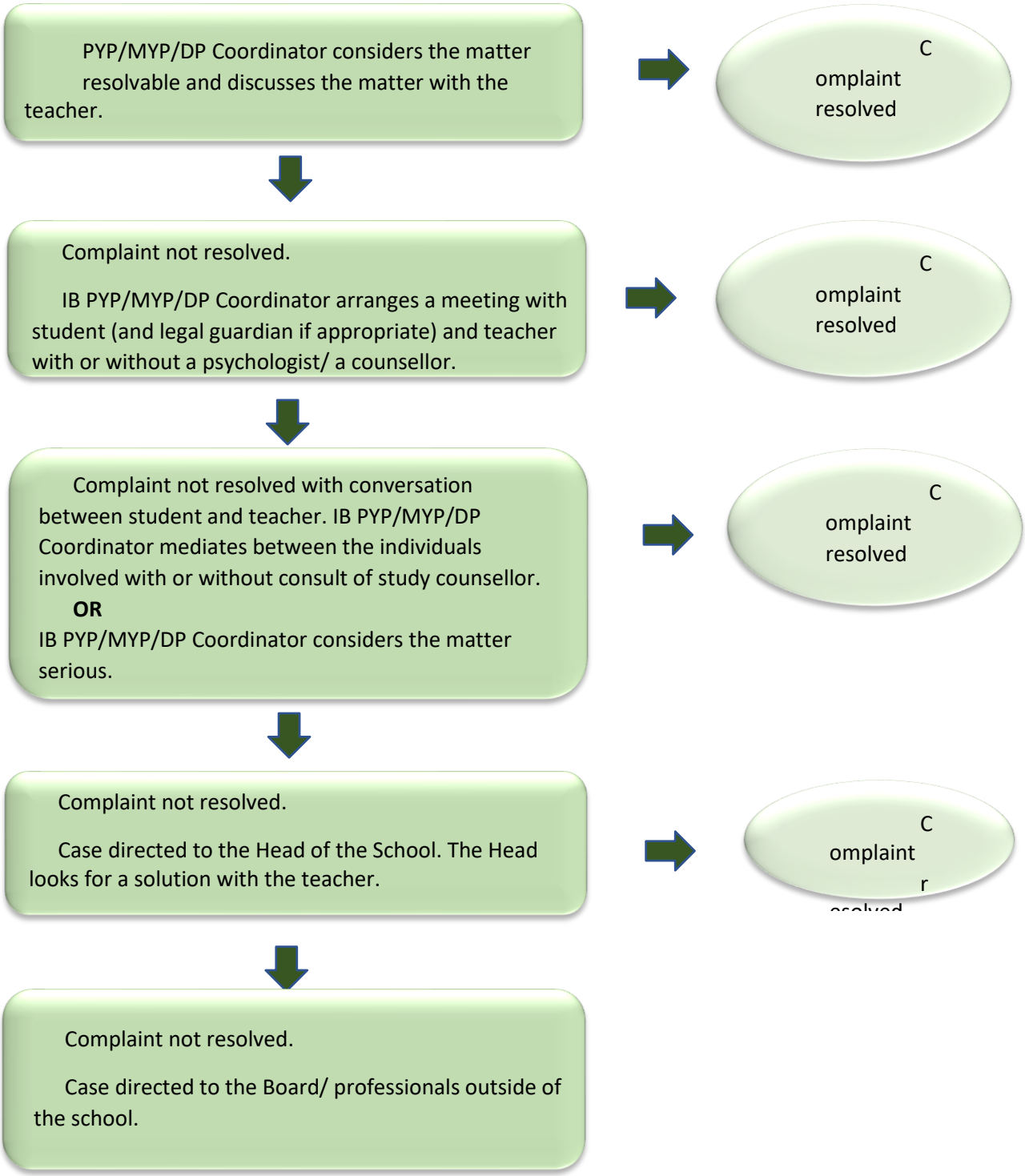
6. The following people have a particular responsibility to listen to and to try and resolve complaints:

- Homeroom Teachers
- Vice Principals
- PYP/MYP/DP Coordinator
- Head of the School

Student complaint about a teacher/a staff member

A student feels that they have a cause to complain about teaching methods or teacher's behaviour.

The school aims to resolve complaints with fairness and in a friendly manner. Students are encouraged to discuss matters with teachers to resolve the matter informally. If the student wishes to pursue the matter further, the case is directed to IB MYP Coordinator that will evaluate how serious the matter is.



If the complaint regards the PYP/MYP/DP Coordinator's actions or decisions, then you should contact the Principal.

Complaint about decision regarding IB PYP/MYP/DP on the behalf of the school

Students and parents or legal guardians that are not satisfied with the school's decision regarding the IB DP programme should contact the IB PYP/MYP/DP Coordinator.

Step 1.

The IB PYP/MYP/DP Coordinator meets with the student/parent/legal guardian and discusses the matter. If the matter is not resolved => Step 2.

Step 2.

If the student/parent/legal guardian are not satisfied with the resolution, they can file a written complaint to the headmaster of the school.

Step 3.

The headmaster investigates the matter with or without other staff members. The head meets with the student/parent/legal guardian to resolve the matter. If the matter is not resolved => Step 4.

Step 4.

If the student/parent/legal guardian are not satisfied with the resolution on behalf of the school, they are directed to the Ministry of Education.

Appeals against end-of-semester and final grades are regulated by the normative acts of the school and the appeal procedure is indicated in the school's statute, which complies with the Polish Education Law (Order of the Ministry of Science and Higher Education from 2019)

eAssessment

MYP Coordinator may request:

- Re-mark of externally assessed on-screen examinations for an individual candidate
- Return of externally assessed material from a single on-screen examination for an individual candidate
- Return of externally assessed material from a single on-screen examination for all candidates

Please note that the outcomes of enquiry upon results requests are communicated only to the MYP coordinator. Should the notifications be required in the coordinator's absence, it is the school's responsibility to make internal arrangements for the outcomes to be communicated to a nominee. The IB will not communicate the outcome to anyone other than the MYP coordinator.

A fee is payable for each of the above categories (except when a grade is changed as a consequence of a re-mark).

IB Diploma Examinations
DP Coordinator may request:

- re-mark of externally assessed exams for an individual candidate
- re-moderation of internal assessment components if the predicted marks are different to final marks by 15% or more
- return of externally assessed exams for an individual candidate or a whole cohort

Please note that the outcomes of enquiry upon results requests are communicated only to the DP coordinator. Should the notifications be required in the coordinator's absence, it is the school's responsibility to make internal arrangements for the outcomes to be communicated to a nominee. The IB will not communicate the outcome to anyone other than the DP coordinator.

A fee is payable for each of the above categories (except when a grade is changed as a consequence of a re-mark).

Appeals can also be made on behalf of the students or legal guardians against:

- a decision upholding academic misconduct, but not for the penalties imposed for misconduct
- a decision in respect of adverse circumstances
- a decision in respect of inclusive assessment arrangements after all appropriate procedures have been completed
- an administrative decision not covered by one or more of the foregoing circumstances that affects the results of one or more candidates.

In the following circumstances, at stage 1 appeal can only be requested by the head of school or by the DP coordinator from the school at which the candidate was registered. This appeal stage consists in a review of the case by senior assessment officers of the IB.

A stage 2 appeal can be requested directly by a candidate and/or his or her legal guardian/representative in addition to the head of school and Diploma Programme coordinator if the outcome of a stage 1 appeal is not satisfactory. This stage of appeal grants the candidate a formal hearing by a constituted panel with one member independent from the IB. The appeal should be forwarded to appeals@ibo.org. This appeal must be received by the IB within one month from the date when the stage 1 decision being appealed was communicated to the school. All decisions rendered by the stage 2 appeals panel are final and no requests for further review or alternative resolution requests will be accepted by the IB.

Revised on September 1st 2024

Bibliography:
MIDDLE YEARS PROGRAMME ASSESSMENT PROCEDURES 2025
DIPLOMA PROGRAMME ASSESSMENT PROCEDURES 2025
RULES FOR IB WORLD SCHOOLS (2020, UPDATED 2022)
SCHOOL STATUTE
Diploma Programme: Assessment appeals procedure (for use from September 2016, Updated July 2023)