

Parent or Legal Guardian and Student Complaints Procedures.

Philosophy

It is the intent of CISB to foster an effective pathway for clear communication with the parent community and all stakeholders. All members of the CISB faculty welcome open dialogue motivated by a sincere desire to improve the quality of our programmes. We value communication with our parent community and wish to continue to develop a more effective partnership with our parents and other stakeholders.

Any complaints/concerns or questions from parents, guardians, or students as it relates to academic honesty, instructional resources, teaching methods, disciplinary action, or other decisions related to CISB, the IB Programmes (PYP/MYP/DP), and/or related policies shall be processed in accordance with the following procedure.

Parent or Legal Guardian and Student Complaints Procedures.

Level 1

Any complaint or question by the parent guardian or student (complainant) shall first be addressed by an email with the appropriate teacher or staff member with the purpose of resolving the matter informally. The complainant shall describe the situation that led to the concern/complaint, identify the impact, and suggest a solution to the situation.

The teacher/staff member will reply orally or in writing as appropriate within 24 hours (holidays and weekends excluded) after receipt of the email with a solution.

If the issue is not resolved with an informal conversation or email, and the complainant chooses to pursue the matter further because it has not been resolved to his/her satisfaction, a formal meeting will be arranged with the complainant and the teacher/staff member.

After the meeting, the teacher/staff member, in consultation with the appropriate school administrator, or IB Coordinator as appropriate, will communicate by email with the complainant with a decision within 48 hours (holidays and weekends excluded) after the meeting.

Level 2

If the issue is not resolved at Level 1 and the complainant chooses to pursue the matter further because it has not been resolved to his/her satisfaction with the teacher, then the complainant can escalate the complaint/concern to a school administrator and/or IB Coordinator as appropriate.

The complainant is expected to contact the appropriate administrator by email within 5 working days of meeting with the teacher with a written complaint. The complainant shall describe the

Parent or Legal Guardian and Student Complaints Procedures.

situation that led to the concern/complaint, identify the impact, and suggest a solution to the situation. The administrator/IB Coordinator will schedule a call/meeting with the complainant to discuss the concern/question.

The teacher may be present for this meeting if appropriate, and at the discretion of the administrator/IB Coordinator. Within 5 days of the formal meeting with the school administrator/IB Coordinator and the complainant, the administrator will communicate their written decision, by email, to the complainant.

Level 3

If the complainant is not satisfied with the decision of the school administrator/IB Coordinator, he/she may make a written appeal to the Head of School or designee and IB Coordinator as appropriate.

In the written appeal, the complainant shall describe the situation that led to the concern/complaint, identify the impact, and suggest a solution to the situation. Within 5 days receiving the written complaint, the Head of school or designee will suggest a solution by email to the complainant.

The complainant may choose to accept the decision of the Head of school, or schedule a meeting to further discuss concerns/questions and the proposed solution. The meeting will include the Head of School or designee, the complainant and may include the staff member who provided the written decision at Level 2/IB Coordinator. Within 5 working days of the meeting, the Head of School shall communicate his/her final written decision to the complainant. The decision of The Head of School or the designee shall be final.

Review Procedures

To ensure that effective practices are shared, updated, understood, and implemented by the CISB community, the Parent or Legal Guardian and Student Complaints Procedures will be made publicly available to the community and posted on the school's website.

This procedure will be reviewed and revised on a regular, ongoing basis with input and consensus from all appropriate stakeholders.

Works referenced

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Sso.ibo.org, resources.ibo.org/data/programme-standards-and-practices_5490368c-3f6e-4531-851b-3412c18a2f09/programme-standards- and-practices-en_1f451eaa-1274-4fa5-a7ff-692323462485.pdf. Accessed 5 July 2021.

Approval Date: November 11, 2022

Approved by: Douglas K. Prescott

Head of School/AKD Academic Superintendent