

CIS Beijing

Complaints Policy

CISB COMPLAINTS Policy No: CISBP19

Subject: **Complaints Policy**

Effective date: **November, 2022**

Revised: **February, 2026**

Due for next revision: **August 2027**

CIS Beijing Guiding Statements

SCHOOL MISSION

Developing Learners into Passionate Leaders

SCHOOL VISION

Compassionate

Inquisitive

Successful

Balanced

SCHOOL VALUES

Community

Integrity

Resilience

Respect

Trust

SCHOOL MOTTO

Together is Better!

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INTRODUCTION

CISB is committed to maintaining open, respectful, and constructive communication with parents, legal guardians, students, and other stakeholders. We believe that concerns and complaints, when addressed promptly and professionally, contribute to continuous improvement in our programmes and services.

All members of the CISB community are encouraged to engage in dialogue motivated by a sincere desire to resolve issues and strengthen partnerships in support of student learning and wellbeing.

This procedure provides a clear, fair, and consistent process for addressing complaints related to academic honesty, instructional resources, teaching and learning, assessment, disciplinary actions, school policies, IB Programmes (PYP, MYP, DP), and other school-related matters.

Guiding Principles

All complaints will be handled in accordance with the following principles:

- Respectful and professional communication
- Timely and transparent processes
- Confidentiality, where appropriate
- Fair and impartial consideration
- Resolution at the lowest appropriate level
- Focus on student wellbeing and learning

Anonymous complaints will generally not be investigated unless safeguarding or serious risk is involved.

This complaints procedure applies to:

- Parents and legal guardians
- Current students (with age-appropriate support)
- Matters related to CISB operations, programmes, and policies

This procedure does not replace safeguarding reporting procedures, which must be followed separately when applicable.

Complaints Resolution Process

Level 1: Informal Resolution (Teacher / Staff Level)

The complainant must first contact the relevant teacher or staff member by email.

The email should:

- Clearly describe the concern
- Explain the impact
- Propose a reasonable solution

The teacher/staff member will:

- Acknowledge receipt within 24 hours (excluding weekends and holidays)
- Provide a substantive response within 48–72 hours

If the issue is not resolved through email, a formal meeting will be arranged.

Following the meeting, the teacher/staff member, in consultation with the relevant administrator and/or IB Coordinator, will communicate a written decision within 48 hours.

Level 2: Administrative Review

If unresolved at Level 1, the complainant may escalate the matter to a school administrator and/or IB Coordinator.

The complainant must submit a written complaint by email within five (5) working days of the Level 1 meeting.

The written complaint must include:

- Description of the concern
- Impact on the student or family
- Proposed resolution

- Summary of prior attempts to resolve the issue

The administrator/IB Coordinator will:

- Acknowledge receipt
- Schedule a meeting or call
- Review relevant documentation

The teacher may attend at the discretion of the administrator.

Within five (5) working days of the meeting, the administrator/IB Coordinator will issue a written decision.

Level 3: Appeal to Head of School

If the complainant is dissatisfied with the Level 2 outcome, a written appeal may be submitted to the Head of School (or designee) within five (5) working days.

The appeal must include:

- Summary of the concern
- Previous decisions
- Grounds for appeal
- Proposed resolution

The Head of School (or designee) will:

- Review all documentation
- Respond in writing within five (5) working days

The complainant may:

- Accept the decision, or
- Request a meeting for further discussion

If a meeting is held, the Head of School will issue a final written decision within five (5) working days.

The decision at this level is final within CISB.

Level 4: Complaint/s Involving the Head of School

If a complaint is directed at the Head of School, or if there is a perceived conflict of interest at Level 3, the following process applies:

The complainant shall submit a written complaint to the Board of Directors/School Governing Body Chair. This communication should be directed to Ms. Sophia Zhang, Director of Operations and member of the CISB Board.

the Director of Operations,

The complaint must include:

- Full description of the concern
- Supporting evidence
- Record of previous actions taken

The Board Chair (or designated committee) will:

- Acknowledge receipt within five (5) working days
- Review the matter independently
- Determine whether further investigation is required
- Where appropriate, an external reviewer may be appointed.

The Board Chair will issue a written determination within twenty (20) working days, where reasonably practicable.

The Board's decision shall be final.

Expectations for Communication

All parties are expected to:

- Communicate respectfully and professionally
- Avoid public or social media escalation before procedures are completed
- Allow reasonable time for investigation and response
- Engage in good faith toward resolution

Abusive, threatening, or inappropriate communication may result in suspension of the complaint process and referral to school leadership.

Record Keeping

The school will maintain confidential records of formal complaints at Levels 2–4, including:

- Correspondence
- Meeting notes
- Decisions
- Outcomes

Records will be stored in accordance with data protection policies.