



Parent or Legal Guardian and Student Complaint Procedure

CHS is committed to providing an excellent educational journey for its students. As a result, views, observations and feedback is received with the aim of improving the quality of service provided to all stakeholders.

The following procedure outlines how the school deals with complaints and student's requests for appeals against IB programme decisions taken by the school. The procedure framework is designed to deal with issues with **fairness** to make sure everyone is treated equally; **courtesy** and mutual respect from both sides; **accessibility** to the procedure itself, school staff and administration; **timelessness** and efficiency by dealing with issues in a timely manner; **effectiveness** by monitoring the complaints and ensuring they are dealt with properly and positively and **attentiveness** to ensure all parties are heard and communicated with. This procedure is made known to the school community through the school website and during orientations.

Student/Parent/Legal Guardian Complaints towards the School

The systematic procedure described below is followed in Cambridge Primary Stage, Middle School (MYP) and Diploma (DP).

Step 1: Most complaints are received by the student affairs department via email, telephone or in person. Records of the complaints are maintained throughout the process of resolving the issue.

Step 2: The first course of action is through the homeroom teacher for non-academic issues, such as, behavioural or seating charts, and the subject teachers for academic issues, both of whom are then responsible for listening to the complaint of student(s) or parent(s)/legal guardian(s) and resolving the issue. A record of the complaint is maintained for future reference.

Step 3: If the issue is not resolved through the homeroom teacher, the complaint is then referred to the student affairs department that decides whether the issue has to do with academics, mental or emotional wellbeing, or behaviour.

- Academic complaints are taken up by the subject(s) head(s) of department, in conjunction with the stage coordinators for further investigation and inquiry.



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- Mental or emotional wellbeing issues are taken up by the student counselors for further investigation and inquiry.
- Behavioural issues are taken up by the student affairs department for further investigation and inquiry.

Step 4: The student affairs department contacts the parents/legal guardians to report on what is being done about the complaint and the steps taken to resolve it or to set up a face-to-face meeting when needed with the relevant departments.

Step 5: If the complaint is not resolved through the above mentioned steps, the issue is then escalated to the senior administration and a meeting is set up with the school principal to resolve the issue within a reasonable amount of time.

Student Requests for Appeals against IB Programme Decisions Taken by the School

Step 1: Students or parents/legal guardians are encouraged to first bring their appeal to the relevant staff member, head of department and/or coordinator to resolve the issue. In most cases, the issue can be resolved positively and to the satisfaction of both sides.

Step 2: A meeting is set up between the relevant staff member, head of department and/or coordinator and the student and/or parent/legal guardian to discuss the case and further discuss the issue.

Step 3: All relevant parties are informed of the outcome of the meeting.

Step 4: If the issue is not resolved, the issue is then escalated to the senior administration and a meeting is set up with the school principal to resolve the issue within a reasonable amount of time.

Step 5: Nonetheless, if the issue is still not resolved, anyone with direct access to the IB's services, can make a complaint to the IB within a period of 3 months following the incident. However, most complaints regarding the IB program at CHS should go through the IB coordinator and fall within the remit of the school.



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There are some matters that cannot be dealt with by the IB under this procedure because it has no legal right to do so or because there already is a separate procedure in place. The matters that cannot be dealt with by the IB are:

- Complaints regarding decisions made by an IB World School

IB World Schools are entirely independent from the IB and are solely responsible for the implementation and quality of teaching of the programmes. The IB has no jurisdiction over decisions made by the IB World Schools, as set forth in the General Regulations.

As a result, the IB does not resolve complaints by students, their legal guardians or teachers regarding decisions which fall within the remit of the IB World Schools. If you wish to make a complaint regarding such decisions, you will need to contact CHS administration and follow the internal complaints procedures set out by the school.

Matters regarding the implementation of IB programmes by an IB World School can be brought to the attention of the IB. When appropriate, matters may be raised or passed onto the school in question. Where concerns are raised about improper practices occurring within IB schools, such as, maladministration practices mentioned in the academic integrity policy of the school, the IB will consider the case.

- The IB does not resolve complaints about requests for the re-marking of Diploma Programme or Middle Years Programme work; appeals against examination results or other assessment decisions. Requests for remarking must be initiated by the IB Coordinator, who also registers candidates for retakes and will assist with any assessment issues. Candidates or their legal guardians should contact the IB Coordinator in their school.
- The IB does not resolve complaints about decisions relating to candidacy or the authorization of IB World Schools;
- The IB does not resolve complaints that may not fall within its mandate to investigate or make a determination on, such as, issues pertaining to the school's internal policies, Ministry of Education requirements and the school's calendar.



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Rules for IB World Schools Used for Complaint Procedure

Article 6: Internal complaints procedure

f.1 The school must have in place written procedures for how it will deal with complaints and students' requests for appeals against IB programme decisions taken by the school, ensure that details of these procedures are made widely available and accessible to all students, and operate in accordance with such procedures.

f.2 The school must inform parents or legal guardians about the school's procedures for addressing complaints and students' requests for appeals of IB programme decisions taken by the school.

IB Standards and Practices Used for Complaint Procedure

Leadership 4: The school implements and reviews systems and processes to improve the operation and sustainability of its IB programme(s). (0201-04)

4.4: The school ensures that students and legal guardians are informed of the general characteristics of relevant programme(s) and how the school implements them. (0201-04-0400)

Approaches to assessment 3: The school administers assessment consistently, fairly, inclusively and transparently. (0404-03)

Approaches to assessment 3.4: The school implements, communicates and regularly reviews consistent and fair systems and processes for reporting student progress and handling appeals or challenges. (0404-03-0400)



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Cycle of Review

The review of the policy takes place regularly and periodically (every 2-3 years) to keep the school in line with the IB policies and regulations. Revisions of the policy took place in April 2008, April 2011, April 2015, June 2017, October 2017, February 2018, March 2022, June 2023 and Sep. 2023.

Complaint Procedure Steering Committee

Principal: Raghda Al Sawalqa
IBDP Coordinator: Nancy Khair
IBMYP Coordinator: Shireen Bakri
Primary CP Head of School: Lana Hussein
Student Affairs Department: Khalil Oweidat and Jeehan Hassan

References

- *Programme Standards and Practices*. International Baccalaureate Organization (UK) Ltd., 2018.
- *Rules for IB World Schools*. International Baccalaureate Organization (UK) Ltd., 2020.
- *The IB complaints procedure*. International Baccalaureate Organization (UK) Ltd.
- *Guide to Programme Evaluation*. International Baccalaureate Organization (UK) Ltd., 2022.