VIII Prywatne Akademickie Liceum Ogólnokształcące

IB World School no. 006265

Parent/Legal Guardian and Student Complaints and Appeals Policy

For school-level complaints, student appeals against IB programme decisions taken by the school, and related communication procedures

Updated: May 2026

1. Purpose of this policy

This policy sets out how VIII Prywatne Akademickie Liceum Ogólnokształcące (“the School”, “VIII PALO”) receives, records, considers and responds to complaints, concerns and student appeals in matters connected with the School and the IB Diploma Programme (“IB DP”).

The policy is designed to meet the IB requirement that IB World Schools have written procedures for dealing with complaints and with students’ requests for appeals against IB programme decisions taken by the school, and that these procedures are made widely available and accessible to students and parents/legal guardians.

The policy also reflects the School’s current practice: matters should be addressed as directly, promptly and proportionately as possible, while maintaining clear written procedures for cases that require formal handling. The School’s preferred approach is early communication, direct clarification and mediation where appropriate, rather than unnecessary bureaucracy. At the same time, complaints and appeals that require a formal route, such as objections to final annual classification grades or appeals against IB programme decisions taken by the School, must follow the applicable formal procedure and deadlines.

Nothing in this policy limits rights granted by Polish law, the School Statute, the school contract, IB regulations or other binding documents. Where applicable, a specific legal, statutory or IB procedure prevails over this document.

2. Normative framework and source documents

This policy has been prepared on the basis of the following documents and requirements:

1. The Statute of VIII Prywatne Akademickie Liceum Ogólnokształcące, in particular provisions on the School’s legal status, organs and competences, the role of the Head of School, the participation of parents, the rights and duties of students, rewards and disciplinary measures, assessment, classification, promotion and the IB DP section;
2. The Polish Education Law Act (Prawo oświatowe), including the requirements concerning school statutes, student rights, school organs, non-public schools and international sections;
3. The Act on the Education System (Ustawa o systemie oświaty) and implementing regulations to the extent they govern assessment, classification, promotion and objections to annual classification grades;
4. The Polish Code of Administrative Procedure (Kodeks postępowania administracyjnego), to the extent referred to in the School Statute for complaints and requests concerning didactic, educational and care activities;
5. The IB Guide to Programme Evaluation, including the requirement for parent/legal guardian and student complaints procedures and procedures for student appeals against IB programme decisions taken by the school;
6. IB Rules for IB World Schools, IB Programme standards and practices and current IB Diploma Programme regulations and assessment procedures;
7. IB Academic Integrity Policy, especially expectations concerning transparent communication, fair investigation, student support, school maladministration and student academic misconduct;
8. The School’s internal IB DP policies, including the Academic Integrity Policy, Assessment Policy and any other school documents that regulate IB DP assessment, deadlines, access arrangements, inclusion, language, conduct or examination procedures;
9. The school contract and related documents for matters concerning fees, payments and contractual obligations.

3. Scope of the policy

This policy applies to complaints and appeals submitted by students, parents or legal guardians concerning:

1. the provision and delivery of education and care by the School;
2. the implementation of the IB Diploma Programme at the School;
3. decisions taken by the School in relation to a student's participation in the IB DP or school life;
4. communication, support, welfare, safety or conduct matters connected with the School;
5. the implementation of school policies, including assessment, academic integrity, deadlines, inclusion/access arrangements and internal IB DP requirements;
6. requests by students to appeal against IB programme decisions taken by the School.

This policy does not replace separate procedures that are already regulated elsewhere. In particular, it does not replace:

1. the statutory procedure for objections to annual classification grades, annual behaviour grades, classification exams or retake exams;
2. procedures for the Polish matura examination and other state examinations;
3. IB procedures for enquiries upon results, appeals against IB decisions, retakes, adverse circumstances, access arrangements or final IB assessment outcomes;
4. the School's Academic Integrity Policy where it contains a specific procedure for academic misconduct, school maladministration or related investigations;
5. contractual or financial procedures concerning fees, tuition payments, the school contract or payments due to the Managing Body;
6. employment, staff appraisal, disciplinary or HR procedures concerning school employees;
7. urgent child protection, safeguarding, health and safety or criminal matters that require immediate action or notification of competent authorities.

When a matter falls outside this policy, the person receiving it should explain the appropriate route or forward it to the competent person, where this is possible and appropriate.

4. Definitions

Term	Meaning in this policy
Concern	A question, worry or expression of dissatisfaction that may be resolved through explanation, clarification, direct conversation or minor corrective action.
Complaint	A statement that something has been handled incorrectly, unfairly, inconsistently or contrary to law, the School Statute, school policy, IB requirements or reasonable school standards.
Appeal	A request to review a specific decision, usually because the student or parent/legal guardian believes that the procedure was incorrect, relevant evidence was not considered, the decision was inconsistent with published criteria, or there is new evidence.
Formal complaint or Formal appeal	A complaint or appeal submitted in writing, signed or clearly attributable to the complainant, containing enough information for the School to consider it and record it in the Complaints and Appeals Register.
IB programme decision taken by the School	A decision made by the School, the Head of School, IB DP Coordinator, Deputy IB DP Coordinator, teacher or other authorised person in relation to the School's implementation of the IB DP. This does not include final decisions made by the IB itself.
Complainant	A student, parent, legal guardian or, in limited cases, another person with a legitimate interest who submits a concern, complaint or appeal.
Managing Body	Prywatne Akademickie Centrum Kształcenia Sp. z o.o., the legal entity responsible for running the School under the School Statute.

5. Principles for handling concerns, complaints and appeals

1. The School will apply the following principles:
2. Accessibility: students and parents/legal guardians are informed how to raise a concern or complaint and whom to contact.
3. Direct and constructive communication: whenever appropriate, the complainant is encouraged to raise their concern with to person directly responsible for the matter, because this usually allows the fastest and most accurate resolution.
4. Student welfare: students may raise a concern with any adult at school they trust. The School will make effort to avoid procedures that unnecessarily increase stress or delay support.
5. Fairness and impartiality: complaints and appeals must be considered on the basis of facts, documents and applicable rules.
6. Proportionality: not every expression of dissatisfaction requires a full formal investigation. Some matters can be resolved through explanation, clarification or guidance.
7. Promptness: matters should be acknowledged and considered without undue delay, while allowing sufficient time to collect relevant information.
8. Transparency of process: the complainant should know which procedure is being followed, what the next step is and when a response can reasonably be expected.
9. Confidentiality: selected information is shared only with people who need it to consider the matter, can share additional context or information, protect a student, comply with law or implement an outcome.
10. No retaliation: no student, parent/legal guardian or staff member may be disadvantaged for raising a concern or complaint in good faith.
11. Support: a student involved in a formal complaint, appeal or serious meeting may be accompanied by a parent/legal guardian, unless a binding procedure provides otherwise.
12. Documentation: formal complaints and appeals, and significant oral complaints that require further action, are recorded in an appropriate school record or register.

Complaints should be made respectfully and in good faith. Abusive, discriminatory, threatening, malicious or knowingly false complaints, including but not limited to, for example, spreading false information, making allegations known to be untrue, using offensive or intimidating language, or misusing the complaints procedure by submitting repeated, substantially identical complaints without new evidence, will be limited, suspended or closed. In such cases, appropriate preventive, corrective or disciplinary action may also be taken in accordance with Polish law and other relevant School policies, including but not limited to the School's Academic Integrity Policy, the School Statute, etc., as applicable, to protect the well-being of all school communities and the good name of the School. This does not prevent the School from considering a genuine concern raised in emotional circumstances.

6. Roles and points of contact

The following route should normally be used. A complaint submitted to a person who is not competent to deal with it should be forwarded to the appropriate person or the complainant should be redirected. Taking a matter immediately to a person or body that is not directly responsible may delay resolution.

Contact	Typical matters
Subject teacher	Subject teaching, classroom expectations, ordinary assessment feedback, homework, subject-specific support, clarification of subject requirements and day-to-day learning issues.
Homeroom teacher / class tutor	Class matters, student welfare, communication with parents, peer issues, attendance, general school functioning and coordination between teachers.
Tutor	Individual student support within the School's tutoring system, wellbeing, learning organisation and communication of concerns.
Acting IB DP Coordinator	IB DP implementation, IB deadlines, CAS, EE, TOK, IB assessment procedures, academic integrity in the IB DP, IB regulations, IB access arrangements and IB programme decisions taken by the School.
School psychologist / pedagogue	Wellbeing, psychological or pedagogical support, conflict support, safeguarding concerns and advice on appropriate support pathways.
Head of School / Deputy Head of School	Formal complaints concerning didactic, educational and care activities, unresolved matters, staff-related educational complaints, formal assessment objections, safety and school-wide decisions within the Head of School's competence.
Managing Body	Matters reserved to the entity running the School, including tuition fees, payments, contractual matters, premises and organisational decisions outside the Head of School's competence, and complaints concerning the Head of School.
Student Council	Collective student opinions, motions and matters affecting the student community, within the competences set out in the School Statute.

7. Communication channels and informal resolution

7.1 Available channels

A concern, complaint or appeal may be submitted orally or in writing, unless a specific procedure requires a written and signed submission. The School accepts the following communication channels:

1. a direct conversation with the relevant teacher, homeroom teacher, psychologist/pedagogue, tutor, acting IB DP Coordinator, Head of School, Deputy Head of School or Managing Body. This can take place during teacher duty hours for parents and students, scheduled parent-teacher meetings, the calendar of which is communicated in advance, or other previously scheduled meetings;
2. messages through the electronic register;
3. school e-mail accounts and school telephone numbers;
4. a written letter submitted to the school office;

As stated earlier, students may raise a concern with any trusted adult at school. The adult receiving the concern should help identify the appropriate next step.

7.2 Preferred first step

The School encourages students and parents/legal guardians to first contact the person directly responsible for the matter. Examples:

1. for a subject-specific issue, contact the subject teacher first;
2. for a class or wellbeing issue, contact the homeroom teacher, tutor or psychologist/pedagogue;
3. for an IB DP procedural matter, contact the acting IB DP Coordinator;
4. for a complaint about a teacher that cannot appropriately be discussed with that teacher, contact the homeroom teacher, acting IB DP Coordinator, Head of School or Deputy Head of School;
5. for a financial or contractual matter, contact the Managing Body, not the teaching staff.

This first step is not required where there is a conflict of interest, a serious safeguarding or safety issue, a complaint about the conduct of the person who would otherwise be contacted, or a formal appeal with a strict deadline. In those cases, the matter should be raised directly with the appropriate senior person.

7.3 Oral complaints and service notes

The School does not want students to avoid reporting a problem because the procedure feels overly formal. Therefore, oral complaints may be accepted. If an oral complaint concerns a significant matter, requires further action, or is not resolved immediately, the person receiving it should prepare a brief service note or written summary and forward it to the appropriate person, usually by e-mail or through the electronic register. The note should include the date, the persons involved, the main issue, immediate action taken and the proposed next step.

The School may ask the complainant to confirm the matter in writing where a formal decision, investigation, appeal or response is required.

8. Formal complaints procedure

8.1 When to use the formal procedure

A matter should be treated as a formal complaint when:

1. the complainant clearly asks for it to be treated formally;
2. the matter concerns an alleged breach of law, the School Statute, school policy or IB requirements;
3. the matter is serious, repeated or not resolved informally;
4. the matter concerns safety, discrimination, serious unfair treatment, confidentiality, academic integrity or possible maladministration;
5. a written decision or written record is needed;
6. the School considers formal handling necessary because of the nature of the issue.

8.2 Submission requirements

A formal complaint should normally be submitted in writing to the Head of School or, where appropriate, to the Managing Body. It may be submitted by letter, e-mail or electronic register message. A written complaint should include:

1. the name of the student concerned, if applicable;
2. the name and contact details of the complainant;
3. a clear description of the issue, including relevant dates, classes, people and documents;
4. information about previous attempts to resolve the matter, if any;
5. the preferred outcome, where the complainant is able to state it;
6. any relevant evidence or references to documents, messages or school records.

In case a student submits a formal complaint without the knowledge of their parent/legal guardian, they will be informed if the student is a minor, unless there is a safeguarding reason not to do so immediately.

Where a formal complaint or appeal leads to a meeting with a student, the student may be accompanied by a parent/legal guardian or, where appropriate, another trusted adult from the School community. This is particularly important in matters concerning wellbeing, academic integrity, serious conflict with a teacher or staff member, or possible disciplinary consequences. The purpose of the support person is to help the student understand the process and present their concern; the School may set reasonable arrangements for the meeting so that it remains constructive and confidential.

8.3 Receipt and allocation

The person receiving a formal complaint should ensure that it is passed to the competent person. The School will normally process the received formal complaint or appeal within 5 working days. An appropriate person for considering the matter will take further steps or redirect it to the correct person.

If the complaint concerns the Head of School, it should be submitted to the Managing Body. If it concerns the acting IB DP Coordinator, it should normally be submitted to the Head of School. If it concerns the Managing Body or a financial/contractual matter, it should be submitted directly to the Managing Body.

8.4 Consideration of the complaint

Depending on the nature of the matter, the competent person may:

1. review relevant documents, messages, school records, assessment criteria or policy provisions;
2. speak with the complainant, student, staff member or other relevant people;
3. consult the acting IB DP Coordinator, psychologist/pedagogue, homeroom teacher, subject teacher, Deputy Head of School, Head of School or Managing Body, according to competence;
4. consider whether immediate support or protective action is needed;
5. consider whether the matter should be handled under a different procedure, such as assessment appeals, academic integrity, safeguarding or contractual procedures;
6. seek clarification from the complainant if the complaint is unclear.

8.5 Response and possible outcomes

The School will normally provide a response within 10 working days of acknowledging a complete formal complaint. If the matter is complex, requires consultation, requires legal/IB checking, involves absence of key persons or requires a longer investigation, the School may extend the time.

The response may:

1. uphold the complaint fully or partly and state corrective action;
2. not uphold the complaint and explain why;
3. clarify the rule, competence or reason for the decision;
4. refer the matter to another procedure or competent body;
5. propose mediation, a meeting or support plan;
6. state that no formal basis for further action exists, while acknowledging the concern;
7. state that the matter is confidential and that the complainant cannot receive details of staff, student or internal disciplinary action, nor full documentation relating to the investigation or handling of the matter.

8.6 Urgent safety, wellbeing or safeguarding concerns

Urgent matters concerning a student’s safety, health, wellbeing, violence, discrimination, serious bullying, risk of harm, suspected criminal activity or child protection reported to the Head of School are processed immediately. The School will take immediate protective action independently from any formal complaint procedure submitted or in progress.

Where Polish law requires notification of external authorities, the School will act in accordance with the law.

9. Student appeals against IB programme decisions taken by the school

This section implements the IB requirement that students must be able to request appeals against IB programme decisions taken by the School. It applies only to decisions made by the School, not to final decisions made by the IB.

9.1 Examples of school-level IB programme decisions

Examples may include, depending on the facts and the relevant school/IB policy:

1. school decisions on IB DP subject choices, levels, changes or school deadlines, where these are within the School's competence;
2. school decisions concerning internal IB DP deadlines, late submission to the School or access to school-organised assessment opportunities;
3. school procedures concerning CAS, Extended Essay, TOK or internal assessment support;
4. school decisions on whether a student has met a school requirement for continuation, promotion or completion of the IB DP pathway, where the decision is taken by the School;
5. school implementation of IB access arrangements, inclusion support or examination administration, to the extent the decision is taken by the School;
6. the application of the School's Academic Integrity Policy, Assessment Policy or other IB DP policies, where no more specific procedure applies.

Final IB grades, IB moderation results, IB enquiries upon results, IB appeals, retakes, adverse circumstances and decisions made by the IB are governed by current IB regulations and procedures for the relevant examination session. Such matters are not decided by the School, although the IB DP Coordinator may be required to submit requests through IB systems and can explain deadlines, forms, consent requirements and possible fees.

9.2 First step

A student who wishes to challenge an IB programme decision taken by the School should first request clarification from the person who made or communicated the decision, usually the subject teacher, CAS Coordinator, Extended Essay Coordinator/supervisor, TOK teacher, acting IB DP Coordinator. This should happen normally within 5 working days of the decision being communicated.

9.3 Formal student appeal

If the matter is not resolved, the student may submit a formal written appeal to the IB DP Coordinator Head of School. The appeal should identify the decision being appealed and the grounds for appeal. Valid grounds may include:

1. a procedural irregularity;
2. failure to apply the published school policy, criteria or deadline correctly;
3. relevant evidence not considered;
4. a factual error;
5. a conflict of interest or reasonable concern about impartiality;
6. significant new evidence that could not reasonably have been provided earlier.

Disagreement with a professional educational judgement is not, by itself, sufficient for an appeal unless one of the above grounds is present.

9.4 Handling and outcome

The School will normally acknowledge a formal IB programme appeal within 5 working days and provide an outcome within 10 working days. If the matter is complex or requires consultation with the IB or school leadership, the time may be extended.

The outcome may: uphold, amend or overturn the decision, or refer the matter to another procedure, or reject the appeal with reasons. The School will keep a record of the appeal and outcome. Where the student is a minor, parents/legal guardians will be informed.

10. Assessment, classification and grade-related appeals

Assessment-related matters are subject to the School Statute, Polish education law, IB regulations and the School's assessment documents. This policy does not create additional rights to change grades, promotion conditions or examination outcomes.

10.1 Current, partial and formative assessment concerns

Concerns about ordinary assessment feedback, current grades, classroom assessment, homework, workload or teacher feedback should first be raised with the subject teacher. If the issue concerns IB DP assessment practice, criteria or internal IB deadlines, the student may also contact the acting IB DP Coordinator. If the concern is not resolved, it may be raised with the homeroom teacher, Head of School or Deputy Head of School, depending on the matter.

10.2 Request for a higher predicted annual classification grade

Predicted annual classification grades and predicted annual behaviour grades are communicated and reviewed in accordance with the School Statute.

This Complaints and Appeals Procedure does not replace or modify the statutory procedure for requesting a higher annual classification grade or annual behaviour grade. If a student or parent/legal guardian wishes to request a higher predicted annual classification grade or annual behaviour grade, they must follow the procedure, form, persons responsible and deadlines set out in the School Statute.

A complaint under this Procedure may be submitted only where the concern relates to the way in which the predicted grade procedure was carried out, in particular where:

1. the predicted grade was not communicated within the deadline required by the School Statute or school calendar;
2. the predicted grade was communicated in a way that did not allow the student or parent/legal guardian to use the procedure provided in the School Statute;
3. the teacher did not apply, or appeared not to apply, the assessment criteria, subject requirements or grading rules previously communicated to students;

In such cases, the complaint will concern the alleged procedural irregularity, not the student's entitlement to a higher grade itself. The substantive rules for requesting and determining a higher annual classification grade or annual behaviour grade remain governed by the School Statute.

10.3 Objection to an annual classification grade or annual behaviour grade

If a student or parent/legal guardian believes that an annual classification grade or annual behaviour grade was established contrary to the legal procedure for establishing that grade, they may submit objections to the Head of School. Under the School Statute, objections may be submitted from the date the grade is established and no later than 2 working days after the end of annual didactic and educational classes.

If the Head of School determines that the grade was established contrary to the applicable procedure, the Head of School appoints a commission. For a subject grade, the commission conducts a written and oral test of the

student's knowledge and skills and establishes the annual classification grade. The test is conducted no later than 5 days from the submission of objections, with the date agreed with the student and parents/legal guardians. For a behaviour grade, the commission establishes the annual behaviour grade by vote. The grade established by the commission cannot be lower than the previously established grade and is final, subject to the exceptions provided in the School Statute and applicable law.

For an annual classification grade obtained as a result of a retake examination, the School Statute provides a separate deadline of 5 days from the date of the retake examination for objections.

The School Statute maintains the appeal route against established classification grades according to the School Statute. Therefore, requests and objections concerning school classification grades in IB DP classes must follow the School Statute, while final IB assessment outcomes must follow IB procedures.

10.4 Promotion and completion requirements

Promotion, non-promotion and school completion are decided according to the School Statute, Polish law and, for IB DP classes, the specific IB DP provisions in the School Statute. A complaint cannot be used to waive requirements that are binding under the School Statute, Polish law or IB regulations. A complaint may, however, be used to raise a concern that the relevant procedure was not followed or that a student's rights were breached.

11. Academic integrity, school maladministration and IB-related reports

Academic integrity is dealt with primarily under the School's Academic Integrity Policy and relevant IB documents. Complaints or reports concerning suspected academic misconduct, inappropriate assistance, plagiarism, unauthorised collaboration, examination irregularities or possible school maladministration should be reported promptly to the subject teacher, acting IB DP Coordinator or Head of School.

Where an incident may involve IB rules or assessment integrity, the School will follow IB requirements and cooperate with the IB. Investigations must be fair, discreet, impartial and evidence-based. Students under investigation must receive appropriate support, and parents/legal guardians are involved for minor students. Persons under investigation should have the opportunity to present their version of events, including a written statement where appropriate.

12. Matters where there may be no formal right of appeal

The School will receive and consider concerns respectfully. However, some matters are within the professional or statutory competence of only teachers, acting IB DP Coordinator, the Head of School or the Managing Body. In such cases, a parent/legal guardian or student may ask for clarification, raise a concern or request that the School look into the matter, but there may be no formal right to require a different decision.

Examples include:

1. selection of textbooks, teaching materials, topic order, routine homework and teaching methods, provided they comply with law, the School Statute, school policies and IB requirements;
2. teacher professional judgement concerning ordinary classroom methods or learning activities;
3. assessment methods, grade requirements and ongoing assessment grades;
4. assignment of teachers to classes, staff employment, staff dismissal, staff appraisal, remuneration or internal HR matters;
5. requests for access to confidential lesson observation records, staff appraisal documents, internal employment documents or information protected by personal data or employment law;
6. premises, buildings and room allocation decisions, provided legal, sanitary, fire safety and other applicable requirements are met;
7. financial, fee-related and contractual matters, which are handled by the Managing Body under the school contract;

Where a complaint about such a matter suggests a possible breach of law, student rights, safety, fairness, IB requirements or school policy, the School reviews the matter. Where no such basis exists, the School may close the matter.

13. Records, confidentiality and data protection

13.1 Complaints and Appeals Register

The School maintains a formal Complaints and Appeals Register. Significant oral complaints that require further action should be documented through a service note, e-mail or electronic register message and, where appropriate, entered into the register.

The register should normally include: date received, name of complainant, student concerned, category of matter, person responsible, procedure used, key actions, response date, outcome and date closed. The register is maintained by the person or office designated by the Head of School or Managing Body.

At least once each school year, the Head of School, together with the IB DP Coordinator where IB DP matters are involved, review the register in summary form. The purpose of this review is to identify recurring issues, communication problems, training needs or policy updates. Complaint records are confidential and available only to the acting IB DP Coordinator, the Head of School or the Managing Body.

13.2 Data protection

Personal data is processed in accordance with applicable data protection law and school data protection procedures. Records are accurate, relevant, proportionate and retained only as long as necessary under applicable law, school record-keeping rules, IB requirements or legitimate school purposes.

13.4 Anonymous complaints

Anonymous complaints may be difficult to investigate and normally cannot be treated as formal appeals. However, the School may consider anonymous information where it concerns safety, safeguarding, academic integrity, examination security, discrimination, serious misconduct or another matter requiring action.

14. Publication, accessibility and review

This policy is available to students and parents/legal guardians. The School publishes it through appropriate school channels: the school website, ManageBac platform, and in the school offices. IB DP students are informed of the policy at the beginning of the school year and parents/legal guardians are reminded of it through parent meetings or school communication channels.

A short student- and parent-friendly summary of this policy is made available alongside the full policy. It may be published as Appendix A, a one-page handout, a website summary, an electronic-register notice or an infographic displayed in an appropriate school space.

This policy is reviewed at least every two years and sooner if there are relevant changes in Polish law, IB regulations, the School Statute, IB DP procedures or school practice. The review should include the Head of School, acting IB DP Coordinator and, where appropriate, the Managing Body and representatives of the school community. The review should check whether the policy remains accurate, accessible and consistent with actual school practice.

Appendix A. Quick guide for students and parents

This quick guide does not replace the full policy. It is intended to help students and parents/legal guardians identify the right first contact and understand what will normally happen next.

A.1 What should I do first?

1. If the matter is about one subject or one lesson, speak to or write to the subject teacher first, unless the concern is serious or concerns that teacher's conduct.
2. If the matter is about class life, attendance, wellbeing or peer relationships, contact the homeroom teacher, tutor, psychologist/pedagogue or another trusted adult.
3. If the matter is about IB DP procedures, CAS, Extended Essay, TOK, IB deadlines, access arrangements or IB assessment administration, contact the acting IB DP Coordinator.
4. If the matter is urgent, concerns safety, discrimination, violence, serious bullying or risk of harm, speak to any trusted adult immediately. Do not wait for a formal written complaint.
5. If the matter cannot be resolved informally or needs a formal decision, submit a written complaint or appeal using Appendix B or an e-mail/electronic-register message containing the same information.

A.2 Examples of submissions

Type	Example
Concern	I do not understand how a deadline or assessment criterion was applied and I would like clarification.
Complaint	I believe that a school policy, IB DP procedure or student right was not followed correctly.
Appeal	I ask the School to review a specific school-level decision because there may have been a procedure misconduct.
Not usually handled as a complaint	A request to change an IB final grade or IB examination outcome; this follows current IB procedures through the IB DP Coordinator where the IB requires school action.

A.3 Quick route map

Matter	First contact	Next route if unresolved / applicable
Subject learning or current assessment concern	Subject teacher	Homeroom teacher / IB DP Coordinator / Head of School if unresolved
Class, attendance or wellbeing concern	Homeroom teacher or tutor	Psychologist/pedagogue / Head of School
IB DP procedure, CAS, EE, TOK, IB deadline or IB policy issue	Acting IB DP Coordinator	Head of School
Formal complaint about didactic, educational or care activities	Head of School	Managing Body or external authority, depending on matter
Complaint concerning Head of School	Managing Body	External authority where applicable
Financial, fee or contract matter	Managing Body	According to the school contract and applicable law
Request for higher predicted annual classification grade	Subject teacher or homeroom teacher within statutory school deadline	No general complaint route; follow School Statute
Objection to annual classification grade / annual behaviour grade	Head of School within statutory deadline	Commission procedure if procedural irregularity is confirmed
IB final grade, IB enquiry upon results or IB appeal	IB DP Coordinator for information and submission route where required	IB procedures and deadlines apply
Urgent safety or safeguarding matter	Any trusted adult / psychologist / Deputy Head of School / Head of School immediately	Competent authorities where required

Appendix B. Formal complaint / appeal form

This form may be used when a written complaint or appeal is required. The School may also accept an e-mail, electronic register message or letter containing the same information.

	Information
Date submitted	
Name of student	
Class / programme	
Name of complainant / appellant	
Relationship to student	
Contact details	
Type of matter	Concern / complaint / appeal / IB programme appeal / assessment objection / other
Person or decision concerned	
Description of issue	
Relevant dates and documents	
Steps already taken	
Outcome requested	
Signature	