



COMPLAINTS PROCEDURE

High School with Bilingual Units in Boguchwala

High School with Bilingual Units in Boguchwala is committed to providing an excellent quality of service. We value views and feedback we receive from „IB” stakeholders and aim to make continuous improvements to this mission.

If you have a query, please contact complainsib@op.pl so that – wherever possible – we can answer any queries before they become complaints.

Principles of the procedure

To ensure the complaints process is effective, the following principles are applied throughout the complaints process and provide a framework for communication between stakeholders and LOB IB staff.

Fairness – we aim to have a fair complaints procedure that ensures everyone is treated equally.

Courtesy – all communication in relation to this procedure should be based on mutual respect, trust and courtesy.

Accessibility – we aim to have a complaints procedure that is easy to understand, easy to access and well publicized.

Timeliness – we aim to ensure that all complaints are dealt with in a timely manner.

Effectiveness – the complaints procedure is monitored and reviewed to ensure it continues to be effective.

Attentiveness – the complaint submission procedure ensures that your complaint is considered, as well as updated and informed about the process and status of your complaint

Scope of the procedure

What this procedure covers

Anyone who has concerns about the services, can make a complaint to the Complaints and grievances team which, in most cases, will result in a formal response.

To maximize the chances of a quick resolution, we ask that you submit your complaint within a period of 1 months following the incident. The Complaints and grievances team is committed to handle it sensitively and efficiently in line with the principles of our procedure

What this procedure does not cover

Please be aware that there are some matters that cannot be dealt with under this procedure because LOB has no legal right to do so or because there already is a separate procedure in place. The matters that cannot be dealt with are:

- *Requests for the re-marking of Diploma Programme, Career-related Programme or Middle Years Programme work; appeals against examination results or other assessment decisions*
- There is a separate procedure to deal with re-marking of Diploma Programme, Career-related Programme and Middle Years Programme work. All requests for the re-marking of work or appeals against examination results or other assessment decisions must follow the procedures outlined in the handbook of procedures for coordinators and the General Regulations. 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.
- Other issues the IB may deem does not fall within its mandate to investigate or make a determination on

Making a complaint

Prior to making a complaint

Before submitting a complaint under this procedure, you need to determine if your issue relates to a matter that can be dealt with through this process. Complaints submitted which concern matters that cannot be dealt with via this procedure will not be treated as a complaint.

1. If your issue relates to an assessment decision, you must follow the procedures found in the *General regulations: Diploma Programme, Career-related Programme or Middle Years Programme* (<http://www.ibo.org/become/resources/>) or contact your coordinator, as appropriate.

2. If you have an issue that relates to an IB service or department that you are already in contact with we encourage that, where possible, you initially try to resolve the situation informally before submitting a formal complaint under this procedure. Attempting to resolve the situation informally does not prevent you from making a formal complaint at a later stage if necessary.

Submitting a formal complaint

If it has not been possible to resolve your issue informally or you wish to submit a formal complaint, the following procedure outlines how to submit your complaint to the IB:

Initial submission of a formal complaint

Please note that complaints that are not submitted in accordance with this process will not be processed.

Complaints should be submitted in writing to the email address complainsib@op.pl

Please provide as much information as possible about the nature of your complaint and the departments or services involved. Specifically, you must supply us with the following:

- Your name, a contact address and telephone number or email address to allow the Complaints and grievances team to contact you with regards to the complaint.
- If you are an IB student (or legal guardian of an IB student), the name and code of the IB World School which you attend or have attended.
- If you are an IB Educator, your personal code and your role(s).
- The service and/or department your complaint relates to.
- The details of your complaint including any previous attempts to resolve the matter and copies of all relevant documentation (where available).

Complaints and grievances team will acknowledge receipt of your complaint within three business days and will forward your complaint to director. Member of Complaints and grievances team will oversee an investigation of the matter, and you may be contacted for further information if this is necessary. The director will aim to respond to you with his conclusions within fifteen business days of receipt of the complaint from the Complaints and grievances team. Where more time is required you will be notified, with an estimate of the timeline for receiving a final response.

LOB reserves the right to cease corresponding with a complainant if their correspondence is, in our reasonable opinion, frivolous, vexatious, abusive or if the matter has reached a conclusion within the framework of the formal complaint process.