

# Complaints and Procedures Policy for Parents Notion International School

Reviewed in January 2024

At Notion International School, we are committed to providing a positive and supportive environment for our beloved students. We value open communication with parents and guardians and take their concerns seriously. We encourage parents to bring these to our attention as early as possible so that we can rectify a problem before a concern becomes more serious.

This policy and its related procedures are to ensure that all concerns and complaints are dealt with in a fair and translucent way. Concerns and complaints will be handled responsibly, openly, and in a timely manner, with the aim of resolving the matter to the satisfaction of all parties.

### **Principles of the procedure**

To ensure the complaints process is effective, we have established a set of principles that guide our complaints process. These principles aim to create a framework for communication between all stakeholders involved in the complaints process, maintaining a thorough and equitable resolution.

**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** – you will be given every opportunity to put forward your complaint, and you can be assured that we are listening.

To streamline the process and ensure efficient handling of complaints, we have established the following policy:

#### **1. Communication Channel:**

Parents are encouraged to communicate their concerns through our official mobile application "Schoology". This platform is designated for regular communication regarding student matters, ensuring a quick and organized response.

## 2. Response Time:

Upon receiving a complaint through the mobile application, our commitment is to respond within two working days. We aim to address concerns promptly and efficiently to provide timely resolutions.

## 3. Scheduling Meetings:

If parents wish to schedule a meeting to discuss their concerns further, they should contact us through Schoology, addressing the reason for scheduling the meeting. Meetings with staff members must be scheduled in advance, and no unscheduled visits are allowed.

## 4. Escalation Process:

In the event that a concern is not resolved by the Head Office Team to the satisfaction of the parent, it can be escalated to the PR Coordinator. However, to ensure a structured and official process, all escalations must be communicated through our mobile application "Schoology".

## 5. Official Channel of Communication:

All complaints, concerns, and escalations should be communicated through our official mobile application. This ensures a centralized record and efficient tracking of the resolution process.

## 6. Scheduled Meetings:

- Meetings with staff members, including teachers and administrators, should be scheduled in advance through Schoology. Unscheduled visits to meet staff members are not permitted at any time.
- If a simple verbal complaint is made, it might be possible in most cases to resolve it immediately with one of the Front Office members. However, in all cases a complaint/concern should be recorded using the mobile application "Schoology".
- In more serious cases, the parent will be asked to put their complaint/concern through "Schoology". The case will be directed to the appropriate department to deal with it immediately within the given timeframe. This is to ensure that there is no conflict in determining what the complaint consists of and the action taken by the person dealing with the complaint/concern.
- All complaints including decisions related to academic dishonesty will be noted and acted on promptly by the staff member who receives the complaint and a timeframe will be given to the parent/guardian to investigate the complaint/concern.

### Disputing a grade or assessment result:

#### General Procedure:

The grade or assessment result can be disputed by the student that has received the grade, or by their legal guardian through the school's platform "Schoology".

#### IB Diploma Programme Procedure:

- Students or their legal guardians have the right to dispute a grade or assessment result.
- To dispute an academic or effort grade within the IB DP, the initial step is to contact the respective teacher. If necessary, the IB DP Coordinator should be contacted through the school's platform "Schoology", stating the reason for the complaint within seven working days of the grade or assessment result release.
- The IB DP Coordinator will collaborate with the subject teacher to reach a decision regarding the grade. The person disputing the grade will be notified of the decision within five working days.
- To lodge an appeal with the IB for a re-evaluation of a decision impacting a Diploma Programme candidate, the procedures and criteria outlined in the document "Diploma Programme" [Assessment appeals procedure](#) must be adhered to.