



AARHUS
INTERNATIONAL
SCHOOL

Aarhus International School Complaints Policy

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Scope of the Complaints Policy

These complaints procedures are not limited to parents or guardians of students that are registered at Aarhus International School. Any person, including members of the public, may make a complaint to Aarhus International School (AIS) about any provision of facilities or services that we provide. Unless complaints are dealt with under separate procedures (see chart below), we will follow procedures as detailed in this policy.

This policy is inspired by the stance taken by the International Baccalaureate (IB) to ensure professional and consistent response, and an open framework to communication towards any complaints in need of resolution. Our school mission and values apply directly to our whole school approach, and we ask, even in the midst of disagreement, that all matters are handled in a responsible, caring and respectful way, consistent with our values and in alignment with our school mission statement:

<i>Our Mission</i>	<i>Our Values</i>
<i>AIS provides a high-quality international education, which enables students to become socially and environmentally responsible citizens, enthusiastic inquirers and lifelong learners in a challenging and nurturing environment.</i>	Responsible Caring Respectful

Definitions

Concern: *an expression of worry or doubt over an issue considered to be important for which reassurances are sought.*

Complaint: *an expression of dissatisfaction, made in any format, about actions taken or a lack of action from a range of parties or stakeholders.*

Grievance: *an official statement of a complaint over something believed to be wrong or unfair by a member of staff at the school.*

Procedures

As a general principle, it is in the interest of all stakeholders that concerns, complaints and grievances are resolved at the earliest possible stage.

Concerns

Aarhus International School (AIS) takes concerns seriously, and we will make every effort to resolve the matter as quickly as possible. Concerns are here understood to be less formal than complaints, and this is reflected in the following procedure.

If you have difficulty discussing a concern with a particular member of staff, the Head of School may agree to refer you to another staff member. Similarly, if the member of staff directly involved feels unable to deal with a concern, the Head of School may choose to refer you to another staff member. The member of staff may be more senior but does not have to be. The ability to consider the concern objectively and impartially is more important.

We understand, however, that there are occasions when stakeholders would like to raise their concerns formally. In this case, AIS will attempt to resolve the issue internally, through the stages outlined within this complaints policy.

Complaints

The following Complaints Procedure is based on the understanding that whenever a problem warrants or results in a complaint, the solution is to be solved at the lowest level of intervention, if possible. In the event that this is not possible, the next level should be consulted in an effort to resolve the issue or complaint.

All complaints will be handled with courtesy and mutual respect for the parties involved, and in the spirit of AIS school values. Each complaint will be dealt with in a timely manner. The procedures used to review and resolve a complaint will be constantly monitored to ensure best practices are implemented.

The following levels should be followed when making or filing a complaint or grievance:

Level 1: Homeroom and/or Subject Teacher

This level offers the advantage of accessing first-hand information and achieving a quick resolution. Action at this level supports the concept of open sharing of information as an aid to assisting your child's learning (if applicable).

Level 2: Department Head or IB Coordinator

This level handles complaints which are of an academic nature (this includes complaints that concern academic grades or external IB exams or procedures).

Level 3: Programme Principal or Administrator

For complaints yet unresolved or other matters which are structural or organizational, or external in content, this level should be used. The person submitting the complaint may be contacted to provide additional information.

Level 4: Head of School

For complaints yet unresolved at levels 1-3 or for grievances, a written complaint may be made using the form provided below (appendix 2). The Head of School will review the complaint or grievance and provide a response within ten (10) working days.

In the event the complaint cannot be resolved at this level, a copy of the response will also be forwarded to the chairperson of the Board of Directors.

Level 5: Board of Directors

The Board handles all complaints and grievances which have not been resolved at a lower level. The complaint should be submitted in writing (using the form provided) to include all contact information of the person filing the complaint. The complaint or grievance will then be reviewed first by the chairperson of the Board and if no resolution can be found, it will be referred to the entire Board at the next regular monthly meeting. In the event timing is an issue, a special meeting of the entire Board may be called. The decision by the Board is considered to be a final decision.

Time Scales

You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will only consider complaints made outside of this time frame if exceptional circumstances apply.

We will consider complaints made outside of term time to have been received on the first school day after the holiday period.

If other bodies are investigating aspects of the complaint, for example the police or any other local authority, this may affect our ability to adhere to the timescales within this procedure or result in the procedure being suspended until those public bodies have completed their investigations.

If a complainant commences legal action against Aarhus International School in relation to their complaint, we will consider whether it may be necessary to suspend the complaints procedure in relation to the complaint until those legal proceedings have concluded.

Exceptions

The following types of complaint fall outside these complaint procedures:

<i>Exceptions</i>	<i>Who to contact</i>
Matters likely to require a Child Protection Investigation	Complaints about child protection matters are handled under our Safeguarding and Child Protection Policy and in accordance with relevant statutory guidance.
Staff grievances	Complaints received from members of staff will be dealt with under the school's internal grievance procedures.
Staff conduct	Complaints about staff members will be dealt with under the school's internal disciplinary procedures, if appropriate. Complainants will not be informed of any disciplinary action taken against a staff member as a result of a complaint. However, the complainant will be notified that the matter is being addressed.
Complaints about services provided by other providers who may use school premises or facilities	Providers should have their own complaints procedure to deal with complaints about service. Please contact them directly.

Resolving concerns, complaints and grievances

At each stage in the procedure, AIS has the intent to resolve the complaint in full. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

1. An explanation;
2. An acknowledgement that the situation could have been handled differently or better;
3. An assurance that we will try to ensure the event complained of will not recur;
4. An explanation of the steps that have been or will be taken to help ensure that it will not happen again, and an indication of the timescales within which any changes will be made;
5. An undertaking to review school policies in light of the complaint; or
6. An apology.

Review and Revision

This policy will be reviewed by Aarhus International School according to the AIS Policy Review Cycle. It will be revisited and revised as necessary outside of the official review, in line with new updates and guidance from the IB and changing circumstances in the school.

Appendix 1 -Procedures for raising concerns over Middle Years Programme IB exam results

- Results are published by the IBO on 1st August each year.
- The results are sent out on this day to leaving MYP5 students and their parents by the MYP Coordinator.
- If students or parents have any questions about the results or levels awarded, they should contact the MYP Coordinator in the first instance.
- If the MYP Coordinator is in agreement that there is a possible discrepancy or concern, then there is the opportunity to submit an Enquiry Upon Results request to the IB. Initiating this procedure triggers the following possible actions:
 1. A re-mark request for an onscreen examination.
 2. A request for an individual grading report (if the mark is changed by the IB).
 3. A request for return of moderated work.
 4. A request for remoderation of coursework.
- In the case of number 1, the grade may be adjusted up or down, so in this case written permission to request a remark is required from the parents or guardians of the relevant student.
- Parents and guardians should be aware that there is a cost involved in requesting a re-mark and that levels are rarely changed.
- Please note that any other queries or concerns about grades, assessments or reporting (including all assessments in the Primary Years Programme) are internal matters and should be addressed to the relevant IB Coordinator.

Appendix 2 - COMPLAINT/GRIEVANCE REGISTRATION FORM

To: Head of School _____
From: Name _____
E-mail _____
Phone _____
Date _____

Description of complaint/grievance

To be completed by the school

Date received:

Response sent: