Complaint Procedure

Anatolia College, IBDP

Revised September 2023

IB mission statement

The International Baccalaureate aims to develop inquiring, knowledgeable and caring young people who help to create a better and more peaceful world through intercultural understanding and respect. To this end the organization works with schools, governments and international organizations to develop challenging programmes of international education and rigorous assessment. These programmes encourage students across the world to become active, compassionate and lifelong learners who understand that other people, with their differences, can also be right.

IB learner profile

The aim of all IB programmes is to develop internationally minded people who, recognizing their common humanity and shared guardianship of the planet, help to create a better and more peaceful world.

IB learners strive to be:

Inquirers	*We nurture our curiosity, developing skills for inquiry and research. We know how to learn independently and with others. We learn with enthusiasm and sustain our love of learning throughout life.*
Knowledgeable	*We develop and use conceptual understanding, exploring knowledge across a range of disciplines. We engage with issues and ideas that have local and global significance.*
Thinkers	*We use critical and creative thinking skills to analyse and take responsible action on complex problems. We exercise initiative in making reasoned, ethical decisions.*
Communicators	*We express ourselves confidently and creatively in more than one language and in many ways. We collaborate effectively, listening carefully to the perspectives of other individuals and groups.*
Principled	*We act with integrity and honesty, with a strong sense of fairness and justice, and with respect for the dignity and rights of people everywhere. We take responsibility for our actions and their consequences.*
Open-minded	*We critically appreciate our own cultures and personal histories, as well as the values and traditions of others. We seek and evaluate a range of points of view, and we are willing to grow from the experience.*
Caring	*We show empathy, compassion and respect. We have a commitment to service, and we act to make a positive difference in the lives of others and in the world around us.*
Risk-takers	*We approach uncertainty with forethought and determination; we work independently and cooperatively to explore new ideas and innovative strategies. We are resourceful and resilient in the face of challenges and change.*
Balanced	*We understand the importance of balancing different aspects of our lives – intellectual, physical and emotional – to achieve wellbeing for ourselves and others. We recognise our interdependence with other people and with the world in which we live.*
Reflective	*We thoughtfully consider the world and our own ideas and experience. We work to understand our strengths and weaknesses in order to support our learning and personal development.*

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Student and Parent/Guardian IBDP Complaint Procedure

Purpose: The purpose of this Complaint Procedure is to establish a transparent and effective process for addressing and resolving concerns and/or complaints of students currently enrolled on the IBDP at Anatolia College. This policy aims to ensure open communication, foster positive relationships, and promote the continuous improvement of our school community.

Scope: This policy applies to all students as well as parents/guardians and covers concerns related to various aspects of the school's operations and decisions, including but not limited to academics, facilities, communication, discipline, and staff conduct.

Principles:

1. **Open Communication:** IBDP at Anatolia encourages students and parents/guardians to voice their concerns and follow the complaints procedure in a respectful and constructive manner.
2. **Fair and Impartial Handling:** All formal complaints will be treated fairly, impartially, and confidentially, with the aim of finding a satisfactory resolution.
3. **Timely Resolution:** The school is committed to addressing concerns and resolving formal complaints promptly and efficiently, within reasonable timeframes.
4. **Continuous Improvement:** Nature of concerns and formal complaints will be used to identify areas for improvement and implement necessary changes in the IBDP.

Complaint Procedure:

1. **Informal Resolution:**
    - Students and parents/guardians are encouraged to address minor concerns directly with the relevant teacher, staff member, or school department involved.
    - If resolution is not achieved, students and parents/guardians can request a meeting with the appropriate supervisor or coordinator to discuss the matter further.
2. **Formal Complaint Process:**
    - If the concern is not adequately addressed through informal means, the student and/or parent/guardian may submit a formal written complaint form to the school's Coordinator.
    - The complaint should include specific details of the issue, any relevant documentation, and desired outcomes.
    - The Coordinator will acknowledge receipt of the complaint within five working days and initiate the formal process.

3. **Investigation and Resolution:**
    - The process will involve gathering information from relevant parties, including teachers, staff members, and students, as necessary.
    - The Coordinator may schedule meetings with involved parties to gather additional information and perspectives.
    - A thorough review of the situation will be conducted, and a resolution plan will be developed.
4. **Resolution Plan**
    - The resolution plan will outline the steps to be taken to address the complaint and prevent future occurrences.
    - The plan may include modifications to policies, procedures, staff training, communication practices, or any other appropriate measures.
5. **Communication of Resolution**
    - The school will communicate the resolution plan to the concerned student and/or parent/guardian in writing.
    - If the student and/or parent/guardian is satisfied with the resolution, the complaint will be considered resolved.
6. **Appeals**
    - If the student and/or parent/guardian is not satisfied with the resolution, they may appeal the decision in writing to the school's Vice President of Secondary Education within 5 working days.
    - The Vice President will conduct a review and provide a final decision.

Record Keeping: All complaints, including their resolutions and any related documentation, will be recorded and maintained in a confidential manner.

Review and Revision: This Student and Parent/Guardian Complaint Procedure will be reviewed periodically to ensure its effectiveness and relevance. Changes and updates will be communicated to the school community as needed.

IBDP Student and Parent/Guardian Complaint Form

Student Information:

Student's Name: _____

Grade/Class: _____

Parent Information:

Name of Parent/Guardian: _____

Contact Information:

Email Address: _____

Phone Number: _____

Nature of Complaint:

Complaint Category (Please check one):

- ☐ Academic Matters
- ☐ Discipline and Behavior
- ☐ School Facilities
- ☐ Communication
- ☐ Teacher-related Concerns
- ☐ Bullying/Harassment
- ☐ Other (please specify): _____

Details of the Complaint:

Please describe your complaint in detail, including any relevant events, interactions, or circumstances leading up to the complaint.

Preferred Resolution:

Please indicate your preferred resolution to this complaint:

- ☐ Meeting with School Administration
- ☐ Meeting with Teacher(s)
- ☐ Mediation
- ☐ Other (please specify): _____

Supporting Documentation:

Please attach any relevant documents, emails, or other evidence that can help us understand and address your complaint more effectively.

Signature:

I hereby confirm that the information provided in this complaint form is accurate to the best of my knowledge.

Signature: _____ **Date:** _____

Please submit this completed form to the school's administration office or the designated contact person for handling student and parent/guardian complaints. We take all complaints seriously and will work diligently to address your concerns in a timely manner. Thank you for your feedback and cooperation in helping us maintain a positive learning environment for all students.