



HASSERIS GYMNASIUM & SCHOOL
IB WORLD SCHOOL
THE WORLD UNFOLDS

Complaints Procedure

Hasseris Gymnasium & IB World School

IB Parent or Legal Guardian and Student Complaints Procedure.

The philosophy of the Complaints Procedure at Hasseris Gymnasium & IB World School

The philosophy of this policy is to reassure parents and students that:

- any complaint made by students, parents and other stakeholders will be dealt with in a fair, transparent and responsive way in order to achieve a swift and satisfactory resolution; and
- Hasseris Gymnasium and IB World School believes that open dialogue and constructive criticism can lead to improvements in school practices and provision for students.

A complainant may be any party interested in the work of the school e.g., parents, students, guardians, etc. These will be referred to as stakeholders throughout the procedure as a generic term.

Complaints may be made in person (oral) or be written.

A complaint is defined as a clear statement of dissatisfaction about any specified aspect of the school's work. This procedure deals with specified day-to-day complaints against teachers, management and/or the operation of the school.

Procedure

Records of all meetings with stakeholders to resolve formal complaints will be kept. However, before the complaint becomes formal, it may go through several informal stages. These are:

- A concern about any aspect of the school's work may be raised directly with the IB coordinator team. At this stage it is merely a question of clarification of the nature of the concern and whether it can be resolved promptly or merits further action. Concerns that are not considered to be complaints may be single incidents of miscommunication or misunderstandings.
- If the concern raised requires further action and is indeed identified as a complaint, the coordinator team will take it upon themselves to resolve the complaint through dialogue with the parties involved. Depending on the situation this may require one or several meetings with the parties involved. If the complaint concerns a member of the coordinator team, the Head of School will serve as the representative of the school's senior management.

If all informal attempts to solve the problem addressed by the complaint are exhausted, the school encourages the complainant to file a formal written complaint. The written complaint must

- Be addressed to the IB coordinator team and/or the Head of School
- Must clearly describe the nature of the complaint.
- Cannot be anonymous.
- May be signed by several complainants.

The formal written complaint will be investigated by the appropriate part of the school's senior management. Once the investigation is resolved, the complainants will be informed of the outcome either in writing or at a formal meeting.

This policy should be read in conjunction with the IB

Whistleblowing and Complaints Procedures.

<https://ibo.org/jobs-and-careers/ib-whistleblowing-policy/>

Further Information

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