



Procedures for Handling Concerns, Complaints, & Appeals at Podar ORT Intl School (PORTIS) for IB Programmes

Purpose and Scope:

PORTIS, as an IB World School, maintains open communication with students and parents regarding its IB programmes and also gives its timely updates. This includes disseminating information through various means such as programme information, emails, the school website, parent open house and workshops with reference to the IB PYP, MYP and Diploma Programme. PORTIS is dedicated to ensuring stakeholder involvement in decision-making processes, particularly when changes to the IB programmes are planned.

This document establishes procedures for addressing concerns, complaints, and appeals related to the IB programmes. The following terms are clarified below:

Concerns: Expressions of worry or doubt about important issues, seeking reassurance.

Formal Complaints: Expressions of dissatisfaction with actions taken or lack of action.

Appeals: Requests for reviewing decisions or actions taken.

Procedure for Addressing Concerns:

Encourages individuals to resolve concerns informally by engaging with relevant parties promptly:

- Subject-related concerns (IB content or assessment) with class teachers.
- Course placement or assignment concerns with the IB Programme Coordinator.
- School courses, scheduling, or teaching hours concerns with primary or secondary principals.
- Concerns related to overall IB programmes with relevant programme coordinators and the head of school.

Procedure for Formal Complaints:

For unresolved concerns, a formal complaint procedure is outlined:

- Document the complaint related to the school's IB programme decision, providing details and previous resolution efforts, including contact information.
- Address the written complaint to the appropriate programme coordinator.
- Complaints will be acknowledged, ideally within 48 hours, ensuring the complainant that an investigation will occur.
- The programme coordinator will discuss the complaint with the complainant, and a support person may be present if desired. This meeting will be documented.
- Complaints are generally treated confidentially but may involve other personnel such as Programme Coordinators or Heads of Department for resolution.
- The head of school will determine necessary steps after investigation, including communication with the IB for further clarification, maintaining records of the process.
- The complainant will be informed of the investigation outcome after a reasonable time for investigations.
- If dissatisfied with the outcome, the complainant may escalate the complaint to the Board of Trustees.

Procedure for Appeals:

Appeals vary by IB programme:

IB PYP: Appeals are rare due to non-grading assessment practices; concerns can be discussed with homeroom teachers or the principal.

IB MYP: Appeals usually pertain to assessments and subject grades, with limited scope due to standardized grading.

IB DP: DP summative assessments may allow for retakes at the teacher or DP Coordinator's discretion, following procedures outlined in the Student-Parent Policy Manual.

DP World Exam Appeals: The IB Organization accepts appeals related to formal DP examination results in four areas. The appeals process involves two stages and requires a fee, refundable if successful.

Appeals Process for DP World Exam Appeals:

The appeals process for DP (Diploma Programme) World Exam Appeals encompasses four distinct areas for appeal, as follows:

Results Appeal (Enquiry Upon Results – EUR – CAT 1, 2 and 3):

This is the most common type of appeal. It occurs when a school has credible reasons to believe that a candidate's exam results are inaccurate, despite all appropriate "enquiry upon results" procedures being carried out. Candidates or their legal guardians can initiate an appeal in cases where they suspect errors or inaccuracies in their exam results.

Academic Misconduct Appeal:

This type of appeal pertains to decisions related to academic misconduct. Appeals can be made against a decision to uphold academic misconduct, although the appeal does not challenge the severity of the penalty imposed.

Special Consideration Appeal:

Appeals may arise concerning decisions related to special consideration for candidates. This type of appeal follows a school's decision not to grant special consideration to a candidate due to alleged adverse circumstances. Candidates or their legal guardians can appeal such decisions.

Administrative Decision Appeal:

This category covers appeals concerning administrative decisions that are not encompassed by the aforementioned circumstances but still impact the results of one or more candidates.

Appeal Process:

It offers a mechanism for addressing situations where administrative decisions have implications for exam results. It's important to note that the appeals process is structured into two stages, each requiring a fee, which may be refunded if the appeal is successful. The stages are as follows:

Stage One Appeal: Can only be initiated by the Head of School or the DP Coordinator from the school where the candidate was registered for the examination session.

Stage Two Appeal: Can be requested directly by a candidate or their legal guardian(s) if the outcome of a Stage One appeal is unsatisfactory. To initiate a Stage Two appeal, a completed appeal request form must be submitted to the IB Organization via the IB Answers service.

The appeals process provides a mechanism for reviewing and reconsidering decisions related to DP examination results, ensuring fairness and transparency in the assessment process.

Rights and Responsibilities:

Parents raising concerns or complaints with PORTIS can expect:

- Respect, courtesy, and consideration.
- Timely handling of complaints.
- Confidentiality of personal information.
- Impartial consideration following due process.

PORTIS requests parents making complaints to:

- Treat all parties with respect and maintain confidentiality.
- Report concerns promptly.
- Provide comprehensive, factual information.
- Seek assistance and information as needed.
- Act in good faith to reach mutually acceptable outcomes.
- Maintain realistic and reasonable expectations regarding possible outcomes and remedies.

➤ **Bibliography:**

- Thank you to:
- Mt Pleasant Primary School Parent Complaint Policy and Procedures: Issue 1: 2012
- Karapiro school complaints policy and procedures
- <https://www.gov.uk/government/publications/school-complaints-procedures>