

II LICEUM OGÓLNOKSZTAŁCĄCE IN BIAŁYSTOK

IB WORLD SCHOOL 006159

SZKOŁA PODSTAWOWA NR 53 Z ODDZIAŁAMI DWUJĘZYCZNYMI W BIAŁYMSTOKU

IB WORLD SCHOOL 060411

# SCHOOL COMPLAINT POLICY

APRIL 2023



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# LEARNER PROFILE

The aim of the 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.

As IB learners we 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 well-being for ourselves and others. We recognize 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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# 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.

## SCHOOL MISSION STATEMENT

The major educational objective within the scope of the school's actions is the pursuit of versatile students' development achieved through a harmonious realization of teachers' tasks concerning the curriculum, skills training and pedagogical activity.

Striving for universal growth of the students, the school undertakes many educational and pedagogical programs which:

1. strengthen open-mindedness and tolerance but at the same time underline student's own identity based on the cultural heritage of their motherland;
2. develop general knowledge and practical skills as well as the capability of understanding and defining the changing reality;
3. foster the bold search for the new and unknown but also the loyalty to the ethical principles.



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## PREAMBLE

II Liceum Ogólnokształcące in Białystok and Szkoła Podstawowa nr 53 z Oddziałami Dwujęzycznymi w Białymstoku works in a friendly and open atmosphere in the mood of common understanding and respect.

We believe in cooperation and strive to work together with students, parents/legal guardians and local community to create a positive and welcoming environment for students' development. All the parties involved in the school cooperate together to provide students with high-quality education and development, cater for students' wellness and safety while having in mind the positive image of the school and high standard of the education offered.

In consequence, the school is open to all formal and informal complaints that are seen by us as a way to improving our service and school's procedures.

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# WHAT COMPLAINTS ARE COVERED BY THE PROCEDURES

- complaints related to the students interactions within and outside the classroom activities
- complaints concerning the interactions between a student and other school staff, including teachers and administrative personnel;
- complaints related to the students educational performance
- complaints related to the procedures of the school and decisions of the governing body
- complaints concerning the facilities and safety procedures at the school;







# THE COMPLAINT PROCEDURE

## STAGE ONE: LOCAL RESOLUTION OF THE PROBLEM (THE INFORMAL STAGE)

In the vast majority of cases a problem can and should be resolved by contacting the form teacher, subject teacher or member of staff directly involved with the problem.

The initial communication with the member of staff may be by letter or Librus message, telephone conversation or in person by appointment.

We encourage the parties involved to an honest and open communication which usually allows for a quick and straightforward resolution of a complaint.

Where this action does not lead to the problem being resolved then the complaint should be dealt with through the formal ways.



## STAGE TWO FORMAL COMPLAINT

If the aforementioned steps do not allow for a satisfactory solution then the complaint should be made in a formal way and be addressed to the head of the school.

The complaint should be stated clearly, in writing and should be signed (anonymous complaints will not be dealt with).

The complaints to the head of the school might also be made by other parties involved in the school such as parents' body or students' body.

All the complaints are heard and decided upon the legal regulations by the head of the school within 14 days from the formal complaint in a confident and fair manner.





## COMPLAINTS RELATED TO IB PROGRAMMES

Complaints related to the IB Programmes can be related to:

- violation of the rules and regulations stated by the IB in its documents and policies;
- activities, conduct or omission on behalf of any members of the school staff, including DP/MYP Coordinators, CAS / C and A Coordinators / teachers / school councillor / EE Coordinators, PP/CP supervisors, etc.
- lack of supervision or inadequate support given to students;
- failure to inform students of assessment criteria and procedures;
- failure to support students with access inclusive arrangements;
- lack of support and training in terms of academic integrity;

Complaints related to the IB Programmes that will not be accepted:

- complaints connected to the deadlines of internal calendars;
- complaints connected to the individual decision of teachers refusing to accept work for assessment on academic integrity grounds;
- complaints that adhere to the regulations of the programme included in the IB documents and policies;
- complaints that arise from the regulations coming from the national system;

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## FINAL REMARKS

- Complaints concerning the semester and end of year grades are regulated by the school charter and adhere to the Polish Educational regulations.
- The procedures of re-marking and appealing from the IB final grades are regulated by the Diploma Assessment Procedures and other IB regulations. The requests in that matter are processed by the school and need to be recorded by the IB DP Coordinator.
- All the official correspondence concerning complaints is recorded by the school's office with the regard of confidentiality.
- This policy is based on Polish educational law and IB regulations concerning complaints and procedures.
- The policy is reviewed biannually.