



Mar Qardakh School Complaints Procedure

Mar Qardakh School has adopted the following procedure to deal with complaints from members of the school community or the general public.

Rationale

It is important that the concerns of students, staff, parents, and members of the Mar Qardakh community are recognized and resolved in fair and consistent manner.

Eligibility

Students, parent(s) or legal guardian(s), teachers, or other school staff members may file a complaint.

Purpose

To make a genuine effort to ensure that all complaints are investigated fairly at the earliest opportunity, and in a manner that respects all parties concerned.

Complaint

A complaint is defined as any expression of dissatisfaction where a response or resolution is expected. Complaint letters must be written, dated, signed and addressed personally to the Head of School.

Types of Complaints

Complaints may address one or more of the following issues:

- Inter-personal conflicts
- Administrative or procedural conflicts
- Academic programme(s) related conflicts

Resolution

The resolution of a complaint can be an opportunity for the school to improve its practice and develop further a strong partnership with students, parents and/or legal guardians, and school staff.

Guidelines

1. Student, teachers, parent(s)/legal guardian(s) on behalf of his/her student, or other school staff members can file a complaint.
2. It is desirable for any complaint to be addressed by a member of staff at a level closest to the cause of concern.
3. The School will make a genuine effort to resolve all concerns and complaints.
4. Anyone with a concern is encouraged to discuss the matter directly with the person involved as soon as possible, to prevent issues escalating.

Concerns.

6. All complaints will be treated in confidence, however, any person included in a complaint must be informed of the details of the complaint and be given an opportunity to address the complaint.
7. The daily working hours for making a complaint is from Sunday till Thursday, 8 A.M. – 3 P.M. at Mar Qardakh School building.
8. If a complainant is not satisfied with the outcome, they may appeal to the Governor.
9. A student, or parent(s)/legal guardian(s) acting on behalf of her/his student may choose to appeal to the IB¹ at any moment should they be:
 - a. Dissatisfied with the action(s) taken by the school to address their complaint, or
 - b. Have a reasonable concern that the school has committed improper actions²

Complaint Procedure

What to expect under this procedure

Your rights as a person making a complaint

In dealing with your complaint, we will ensure that you receive:

1. Fair treatment.
2. Courtesy.
3. A timely response.
4. Accurate advice.
5. Respect for your privacy – complaints will be treated as confidentially as possible allowing for the possibility that we may have to consult with other appropriate parties about your complaint;
6. Reasons for our decisions.

Where the complaint is justified, we will acknowledge this and address the complaint you have raised. If, after investigation, it is judged there are no grounds for your complaint, you will be advised accordingly.

Your responsibilities as a person making a complaint

In making your complaint we would expect that you:

1. Raise issues in a timely manner.
2. Treat our staff with respect and courtesy.
3. Provide accurate and concise information in relation to the issues you raise.
4. Use these procedures fully and engage in them at the appropriate levels.

Making a compliant

¹ IB Complaints procedure, 2018

² IB Whistleblowing policy, 2018

Step 1- Speaking with the person concerned

In the first instance a complaint should normally be raised verbally with the person concerned, so that s/he may have an opportunity to address the issue(s). This approach would not prevent you from choosing to enter the formal process at a later stage, if you believe that to be an appropriate course of action. Complaints must be made within the timeframes described in guidelines so that the administration can promptly investigate and correct any behavior that may be in violation of school.

Step 2.A - Contact the coordinator if your complaint is not resolved

If your complaint remains unresolved following Step 1, you should arrange a meeting with the programme coordinator to discuss the issue(s). In advance of this meeting, you should inform the programme coordinator, of the nature of your complaint so that s/he may be in a position to resolve the problem without further delay.

Step 2.B - Contact the Head of School if your complaint is against a member of staff

If your complaint is against a member staff, you should arrange a meeting with the Head of School to discuss the issue(s). In advance of this meeting, you should inform the Head of School, of the nature of your complaint so that s/he may be in a position to resolve the problem without further delay.

In some circumstances the coordinator or the Head of School may not be able to deal effectively with your complaint immediately and s/he may require some time to investigate and prepare a response. If further time is required, you will be informed of the timescale and the likely date by which a response will be issued.

Formal stage

Step 3 – Writing to the Head of School

If a complaint is unresolved through the informal process at step 1 and 2, or you feel that indeed it might be more appropriate to initiate the procedures at Step 3. You should write to the Head of School, and state the grounds for your complaint as concisely as possible addressing specifically the issue(s) that are of concern to you.

You will receive a written acknowledgement of your letter within 10 working days.

This will confirm that your letter has been received, and either:

1. Provide a response to the issue(s) you raised; or
2. State that your complaint is being investigated and indicate when you can expect a response to be issued (normally a maximum of 20 working days from the date on which

and due notification will be given of such meetings. The Head of School may also talk to the parties relevant to the complaint.

Step 4 - Writing to the Governor

If you believe that your complaint has not been dealt with in a satisfactory manner following the completion of steps 1 – 3, or if your complaint concerns the Head of School, you should write to the Governor, including, if applicable, copies of the original correspondence relating to Step 3. The Governor will be responsible for investigating and responding to your complaint. Your written complaint should be as concise as possible and address specifically the issue or issues that are of concern to you.

You will receive a written acknowledgement of your letter within 10 working days.

This will confirm that your letter has been received, and either:

1. Provide a response to the issue(s) you raised; or
2. State that your complaint is being investigated and indicate when you can expect a response to be issued (normally a maximum of 20 working days from the date on which your letter was received). The investigation may require you to meet the Head of School or the Governor due notification will be given of such meetings. The Head of School may also talk to the parties relevant to the complaint.

Step 5 – Raising the matter to the IB

A student, or parent(s)/legal guardian(s) acting on behalf of her/his student may choose to appeal to the IB³ at any moment should they be dissatisfied with the action(s) taken by the school to address their complaint, or

have a reasonable concern that the school has committed improper actions⁴. Complaints regarding the IB program at Mar Qardakh School go through the IB programme coordinator and the Head of School and fall within the remit of the school. Also, a student, or parent(s)/legal guardian(s) can directly raise a complaint to IB organization through writing to the email address complaints@ibo.org, introducing themselves by the name and code of the IB World School which they attend or have attended.

If an IB Educator, wishes to file a complaint, she/he can raise the complaint by contacting complaints@ibo.org and writing her/his personal code and role(s).

³ IB Complaints procedure, 2018

⁴ IB Whistleblowing policy, 2018

Approved by:



Archbishop Bashar Matti Warda

Mar Qardakh School Governor



Hala Warda

Head of School