

COMPLAINT SCHOOL'S POLICY



IB WORLD SCHOOL 002094



UPDATED IN SEPTEMBER 2024

IB LEARNER PROFILE

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

As IB learners we strive to be:

INQUIRERS They develop their natural curiosity. They acquire the skills necessary to conduct inquiry and research and show independence in learning. They actively enjoy learning and this love of learning will be sustained throughout their lives.

KNOWLEDGEABLE They explore concepts, ideas and issues that have local and global significance. In so doing, they acquire in-depth knowledge and develop understanding across a broad and balanced range of disciplines.

THINKERS They exercise initiative in applying thinking skills critically and creatively to recognize and approach complex problems, and make reasoned, ethical decisions.

COMMUNICATORS They understand and express ideas and information confidently and creatively in more than one language and in a variety of modes of communication. They work effectively and willingly in collaboration with others.

PRINCIPLED They act with integrity and honesty, with a strong sense of fairness, justice and respect for the dignity of the individual, groups and communities. They take responsibility for their own actions and the consequences that accompany them.

OPEN-MINDED They understand and appreciate their own cultures and personal histories, and are open to perspectives, values and traditions of other individuals and communities. They are accustomed to seeking and evaluating a range of points of view, and are willing to grow from the experience.

CARING They show empathy, compassion and respect towards the needs and feelings of others. They have a personal commitment to service, and act to make a positive difference to the lives of others and to the environment.

RISK- TAKERS They approach unfamiliar situations and uncertainty with courage and forethought, and have the independence of spirit to explore new roles, ideas and strategies. They are brave and articulate in defending their beliefs.

BALANCED They understand the importance of intellectual, physical and emotional balance to achieve personal well-being for themselves and others.

REFLECTIVE They give thoughtful consideration to their own learning and experience. They are able to assess and understand their strengths and limitations in order to support their learning and personal development.

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 programs 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

At our school, we prepare students for an active life in the modern world by developing independence, entrepreneurship and a sense of responsibility for their own future in order to help them plan and pursue their own educational and professional path.

We implement the school's mission by:

- 1) developing students' intellectual predispositions, talents and interests,
- 2) taking care of the comprehensive intellectual development and personality of students,
- 3) developing creative and abstract thinking,
- 4) developing the ability to understand phenomena taking place in the modern world and their modern interpretation while maintaining national tradition,
- 5) enabling students to work within international scientific programs,
- 6) developing foreign language skills at various levels,
- 7) using modern methods of communication,
- 8) ensuring safety and a friendly working atmosphere,

9) creating conditions for acquiring broad interdisciplinary knowledge and detailed understanding and skills enabling the student to continue education in the chosen field.

The IB 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, feel accepted and included. I Liceum Ogólnokształcące im. Stanisława Staszica w Lublinie is a school, where we work in a friendly, open and respectful atmosphere. That is why the school is open to all formal and informal complaints in order to improve our service and procedures.

The procedures cover the following complaints:

1. complaints related to the students' educational performance;
2. complaints related to the students' school's activities;
3. complaints related to the procedures of the school and decisions of the governing body.

Complaints concerning the semester and end-of-year assessment are regulated by the school charter and comply with the Polish educational regulations.

COMPLAINTS REGARDING THE IB DP PROGRAMME

Complaints related to the IB DP Programme at I Liceum Ogólnokształcące im. Stanisława Staszica w Lublinie 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 Coordinator, CAS Coordinator, teachers and EE supervisors;
- lack of support and training in terms of academic integrity;
- lack of supervision or inadequate support given to students;
- failure to support students with access inclusive arrangements;
- failure to inform students of assessment criteria and procedures.

Complaints that will not be accepted:

- complaints related to the deadlines of internal calendars;
- complaints regarding the regulations of the programme included in the IB documents and policies;
- complaints regarding the regulations of the national educational system.

The International Baccalaureate (IB) organization acknowledges that it does not intervene in matters concerning decisions made by an IB World School, emphasizing that: "IB World Schools are entirely independent from the IB and are solely responsible for the implementation and quality of teaching of their programmes. The IB has no jurisdiction over decisions made by the IB World Schools, as set forth in the General Regulations."

THE COMPLAINT PROCEDURE

Stage one (informal)

The parents/ legal guardians should try to resolve the problem by contacting the form teacher, subject teacher or member of staff directly involved in the problem.

If the problem arises, the parents/ formal guardians should contact the member of staff directly by writing a message via email or the Vulcan register, telephone conversation or in person by appointment.

When the above actions are not effective, one should proceed to the next stage and make a formal complaint.

Stage two (formal)

If the complaint is not resolved at stage one, the complaint should be made in a formal way. It should also be addressed to the head of the school.

The complaint should be stated clearly, in writing.

The complaints to the head of the school could 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 REGARDING FINAL GRADES AWARDED BY THE IB

1. A candidate's final assessment work (internal or external) may be re-marked as part of the Enquiry Upon Results service (EUR) provided by the IB.
2. All details on this procedure and applied fee structure may be obtained from the IB DP Coordinator.
3. All candidates should bear in mind that re-marking a candidate's assessment material may lead to a higher or lower grade for the subject.

COMPLAINT SCHOOL'S POLICY

All the official correspondence concerning complaints is recorded by the school's office with the regard of confidentiality.

The policy is reviewed biannually by IB DP teachers.