Huz School Parent or Legal Guardian and Student Complaints (Communication) Procedure

Purpose

At HuZ School, the school community values respectful communication, transparency, fairness and the wellbeing of all students. The Parent or Legal Guardian and Student Complaints (Communication) Procedure is designed to ensure that students, parents or legal guardians clearly understand how concerns, complaints and appeals related to the school and the International Baccalaureate (IB) programmes may be raised, documented, reviewed and resolved.

This procedure supports open communication and provides a structured process through which concerns may be addressed fairly, consistently and in a timely manner.

This procedure is supported by the School Regulations, Student Handbook, Academic Integrity Policy, Assessment Policy and other relevant school procedures, which together provide the broader framework for student rights, parental involvement, disciplinary measures and the handling of objections and appeals.

Communication and Awareness

At the beginning of each school year, the school presents the Parent or Legal Guardian and Student Complaints (Communication) Procedure to all staff as part of teacher training sessions. During these meetings, teachers are guided through each step of the process so that every teacher understands clearly how concerns, complaints and appeals should be received, documented and forwarded.

Teachers then introduce the same procedure to students during class meetings and to parents or legal guardians during parent–teacher conferences, explaining the communication channels and stages in age-appropriate language. In this way, all students and parents or legal guardians are familiar with how to raise concerns, complaints or appeals and know whom to contact at each stage of the process.

All formal communication related to complaints and appeals is conducted via email whenever possible. This ensures that all exchanges are properly documented, transparent and traceable. Teachers and staff are expected to confirm important information, decisions and follow-up actions in writing in order to maintain a clear and consistent record of communication.

Difference Between Concern, Complaint and Appeal

The school recognizes the importance of distinguishing between concerns, complaints and appeals.

Concern

A concern is an informal expression of dissatisfaction, uncertainty or confusion regarding a school matter, communication issue or classroom situation. Concerns are normally resolved through direct communication with the teacher or relevant staff member.

Complaint

A complaint is a formal expression of dissatisfaction regarding school service, communication process, implementation of procedures, behaviors, classroom management or school-related issue.

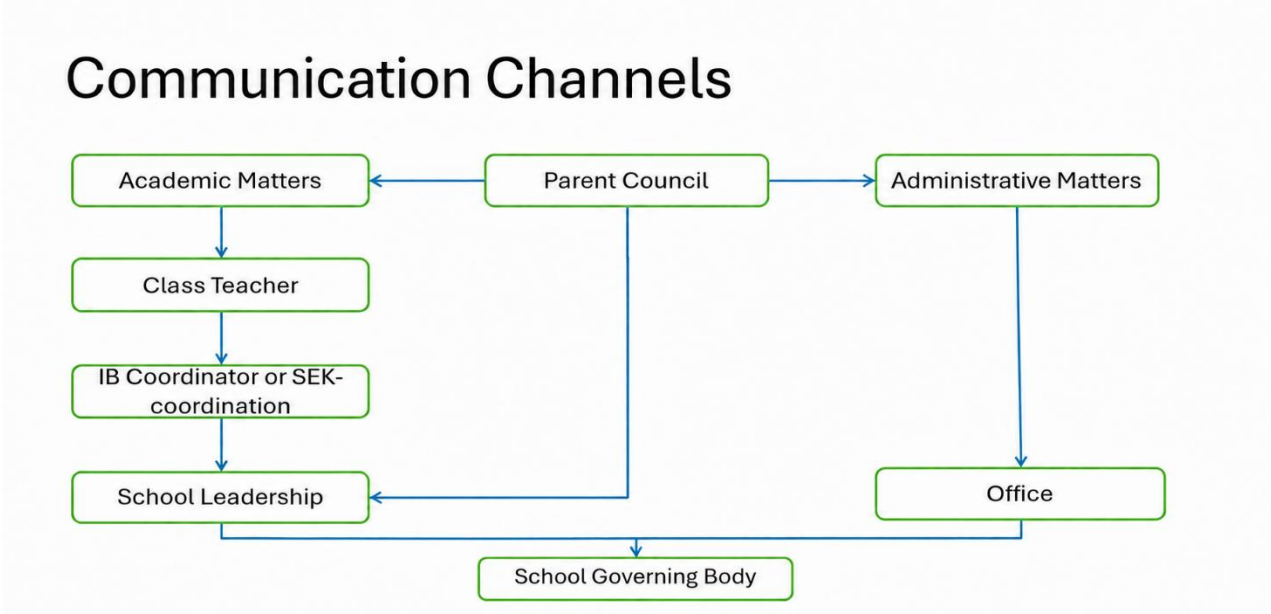
Complaints are reviewed through the school's internal communication and complaints procedure.

Appeal

An appeal is a formal request asking the school to review a decision related to the implementation or administration of an IB programme or school academic procedure.

Appeals involve the review of decisions rather than general dissatisfaction.

General Complaints Procedure



The school encourages students and parents or legal guardians to resolve concerns at the earliest possible stage through respectful communication. Students or parents or legal guardians should first communicate directly with the relevant teacher or staff member to discuss the concern. Most concerns are expected to be resolved at this stage through clarification and discussion. Where direct communication would be inappropriate

because of the nature of the complaint or a potential conflict of interest, the concern may be raised directly with the relevant coordinator or school leadership.

If the issue cannot be resolved informally, a formal written complaint may be submitted by email to the relevant coordinator or school leadership. The written complaint should include the name of the student, a clear description of the issue, relevant dates and circumstances, actions already taken and the requested resolution. If the complaint concerns the person who would normally receive it, it should be submitted to the next level of school leadership. Complaints concerning the IB head of school should be submitted to the school's governing body.

The relevant coordinator or school leadership member will review the complaint, gather information where necessary and communicate with all parties involved. The person responsible for reviewing the complaint must not be the subject of the complaint or have a conflict of interest. Where necessary, an alternative reviewer will be appointed. The complainant and the person concerned will have an opportunity to provide relevant information before a conclusion is reached.

A written response outlining the findings and any proposed actions will normally be provided within the established timeline. The response will explain the reasons for the conclusion, any follow-up actions and how to request a final internal review. If additional time is required, the school will explain the reason for the delay and provide an updated response date.

If the complainant believes the matter has not been resolved appropriately, the complaint may be escalated to the IB head of school for final internal review. Where the complaint concerns the IB head of school, or the IB head of school has already determined the outcome of the complaint, the final internal review will be arranged by the school's governing body and conducted by a person or panel with no prior involvement in the case and no conflict of interest. The final review outcome and its reasons will be communicated in writing.

Appeals Against IB Programme Decisions

Students and parents or legal guardians may formally appeal certain decisions related to the implementation and administration of the IB programme.

Examples of decisions that may be appealed include:

- Subject placement decisions
- HL or SL placement decisions
- Predicted grade procedures
- Internal assessment procedures
- Academic honesty decisions

- Decisions regarding inclusive access arrangements
- Progression decisions within the IB programme
- Decisions related to the completion of CAS, TOK or the Extended Essay
- Other school-based academic decisions related to IB programme implementation

Appeals may not be used to challenge the professional judgement of teachers regarding day-to-day classroom teaching unless there is evidence that established procedures were not followed fairly or consistently. This limitation applies only to the scope of the formal appeals process. It does not prevent students or parents or legal guardians from raising concerns or submitting complaints about teaching, communication, classroom management, staff conduct or the implementation of school procedures through the General Complaints Procedure.

Where a submission includes both a complaint and an appeal against a specific decision, the school will identify the issues to be considered under each process, explain the relevant procedures to the student and parents or legal guardians, and coordinate the review accordingly.

Formal Appeals Procedure

Step 1: Initial Discussion

Students or parents or legal guardians should first discuss the matter with the relevant teacher, IB coordinator or staff member in an effort to resolve the issue informally.

Step 2: Submission of Formal Appeal

If the matter remains unresolved, a formal written appeal may be submitted to the DP Coordinator or relevant school leadership member.

The written appeal should clearly include:

- The specific decision being appealed
- The reason for the appeal
- Supporting evidence or documentation
- The requested outcome

Step 3: Review of Appeal

The school leadership team, DP Coordinator or designated review panel will review the appeal. The reviewer or review panel must not have made the original decision being appealed and must not have a conflict of interest. A person involved in the original decision may provide information or evidence but must not determine the outcome of the appeal.

Where the appeal concerns a decision made by the DP Coordinator, it will be reviewed by the IB head of school or an impartial reviewer or panel designated by the IB head of school. Where the appeal concerns a decision made by the IB head of school, it will be referred to the school's governing body, which will appoint an impartial reviewer or panel with no prior involvement in the decision.

The review process may include:

- Examination of relevant documentation
- Meetings with parties involved
- Review of school and IB procedures
- Consultation with relevant staff members

The student and parents or legal guardians will be informed in writing of who will review the appeal and will have an opportunity to submit relevant information before a decision is reached.

Step 4: Written Decision

Following the review, the school will provide a written response outlining:

- The outcome of the appeal
- The rationale for the decision
- Any further actions to be taken
- How to request a final internal review, where applicable

Step 5: Final Internal Review

If the matter remains unresolved, the appeal may be referred to the IB head of school for a final internal review, provided that the IB head of school did not make the original decision or determine the outcome at Step 3.

Where the IB head of school has already been involved in either decision, the request for final internal review must be referred to the school's governing body. The governing body will appoint an impartial reviewer or panel that has not previously been involved in the case.

The final reviewer will consider whether the relevant procedures were followed fairly and consistently, whether relevant evidence was considered, and whether the decision was adequately supported. The school will communicate the final internal review outcome and its reasons in writing. This concludes the school's internal appeals process and does not replace any applicable external IB procedure.

Timelines

The timelines below are calculated from the date the school receives the formal written complaint or appeal. The same timelines apply separately to a request for final internal review, starting from the date that request is received. “School days” means days on which the school is open for normal teaching, excluding weekends, public holidays and school holidays.

The following timelines normally apply:

Process Stage	Expected Timeline
Acknowledgement of formal complaint or appeal	Within 3 school days
Initial review process	Within 5 school days
Written response or outcome	Within 10 school days

Complex cases may require additional time. In such situations, the school will communicate updated timelines to the student or parents or legal guardians.

Confidentiality and Documentation

All complaints and appeals will be handled respectfully and confidentially.

Documentation related to complaints and appeals will be securely stored by the school in accordance with school data protection and record-keeping procedures.

Only individuals directly involved in the review process will have access to the relevant information.

External IB Procedures

Students and parents or legal guardians seeking a review of an IB-issued result or decision should contact the DP Coordinator promptly. The DP Coordinator will identify the applicable IB procedure and explain the available options, eligibility requirements, submission deadlines, any applicable fees, consent requirements and possible outcomes.

Where the applicable IB procedure requires a request to be submitted through the school, the DP Coordinator will coordinate the submission, obtain any required consent and support documentation, and communicate the IB’s response to the student and parents or legal guardians. Where direct submission to the IB is permitted, the school will provide the relevant official instructions and contact details.

A request for a review of results and a formal appeal are distinct processes. The school will explain which process applies and any prerequisite steps required under the relevant

IB regulations. The school cannot overturn an IB-issued result or decision through its internal complaints or appeals process.

The school's internal timelines do not extend or suspend IB deadlines. Where an internal complaint or appeal overlaps with an external IB procedure, the DP Coordinator will inform the student and parents or legal guardians of any action needed to preserve access to that procedure before the applicable deadline.

If the concern relates to the DP Coordinator's handling of an external IB procedure, the student or parents or legal guardians may contact the IB head of school, who will designate an alternative school contact where necessary.

Review of the Procedure

This procedure is reviewed regularly by school leadership and IB coordinators in order to ensure alignment with current IB expectations, school practices and community needs.

Feedback from students, parents or legal guardians and staff may be considered during the review process.