



Complaints Procedure on Academic or Programme Decisions

As an IB world school, Jewels International School of Kinshasa (JISK) constantly updates students, and parents about each of the IB programmes offered at the school. This involves published Programme material, email communications, information on the school's website and annual parent workshops on the nature and curriculum of the IB programmes and assessment practices. In certain scenarios the changes in structure or offering to any of the IB programmes is planned, Jewels school is committed to ensuring that all stakeholders are consulted, informed and actively participate in the decision-making process.

JISK strives hard to ensure that the parent fraternity is involved in its all IB programs and that there are occasions when people would like to raise their concerns formally. In such matters, JISK will attempt to resolve the issue internally, through the stages outlined within this complaint's procedure document. JISK school and the authorities takes concerns seriously and we will make every effort to resolve the matter quickly in a stipulated time and professional manner.

This document shows the procedures arising specifically in regards to complaints and students' requests for appeals against IB program decisions taken by the school. These procedures do not apply to concerns where there are legislated needs or current policies and processes of appeal which exists already.

Issues Vs Concerns Vs Complaints

In order to have healthy, fruitful and professional work culture at school JISK strives hard to ensure that the issues or concerns and complaints are resolved immediately. Many issues can be resolved informally, by contacting the PYP coordinator Mr. Sandip Munde at sandip@jiskdrc.com or Head of school at amina@jiskdrc.com, without the need to use the formal stages of the complaint's procedure outlined below.

- A **concern** may be defined as '*an expression of worry or doubt over an issue considered to be important for which reassurances are sought*'.
- A formal **complaint** may be defined as '*an expression of dissatisfaction however made, about actions taken or a lack of action*'.
- An **appeal** may be defined as '*a request for the review of a decision or action taken*'.

Procedure to address Issues or Concerns

Issues or a concern need to be discussed with the person involved immediately so it doesn't need to go to next level.

- An issue or concern related to subject teaching such as IB content or assessment, should be firstly discussed directly with the class teacher.
- A concern with course placement or assignment should be discussed with the IB PYP coordinator.
- A concern with courses or subjects offered by the school, scheduling or hours of teaching should be discussed with the IB PYP coordinator.
- A concern related to the IB PYP program if it is not addressed then it should be discussed with the Head of school.
- If the matter is not resolved in a manner that fully addresses your concern, you may wish to take the matter further by following the procedures for making a formal complaint.

Procedure for a Formal Complaint

In some scenarios, such as when your issues or concern aren't resolved, you are requested to make a formal complaint. Use the steps given below.

1. Pen down your complaint related to the IB PYP Program decision made by the school, giving details of the issue, including details of efforts that have been made to resolve the matter. Kindly add your name and cell phone number to this paper.
2. Address your written complaint to the Head of School and ask for assistance at the school office if you are unsure how to go about delivering your complaint.
3. Complaints will be acknowledged immediately upon receipt or, if that is not possible, within 72 hours, giving assurance to the complainant that the issue will be investigated further and responded accordingly.
4. When a formal written complaint is received by the Head of School. This will be discussed with you before deciding what further action should be taken. You may have a support person with you when you discuss the complaint, if you want This meeting will be documented and recorded fully.
5. Your complaint will generally be treated in confidence and investigated. However, in the interests of resolving the complaint, other personnel such as Programme Coordinators or Heads of Department may be involved.

6. The Head of school will decide what steps will be taken as a result of the investigation including communicating with the higher authority for further clarification and will ensure that a record of the process is kept.
7. You will be informed of the outcome of the investigation after sufficient time has elapsed for investigations to take place.
8. If you are dissatisfied with the outcome of the complaint you may write to the Board of Trustees for a review of the complaint.

Procedure for Appeals

As PYP assessment practices at Jewels International School of Kinshasa are not based on grading but levels of achievement, the scope for appeals do not occur. However, students and parents are welcome to discuss concerns with homeroom teachers or the PYP Coordinator.

Rights and responsibilities

Guardian/Parents lodging a concern or complaint with Jewels International school of Kinshasa can expect to:

- be treated with respect, courtesy and consideration
- have their complaint dealt with in an efficient and timely manner
- have personal information treated as confidential
- have their complaint considered impartially and in accordance with due process

In return Jewels International School of Kinshasa requests that parents/guardian making a complaint will:

- treat all parties with respect and courtesy and maintain confidentiality
- raise the concern or complaint as soon as possible after the issue has arisen
- provide complete and factual information about the concern or complaint
- ask for assistance or further information as needed
- act in good faith to achieve an outcome acceptable to all parties
- have realistic and reasonable expectations about possible outcomes/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>

Review

This document was created in September 2023

This document will be reviewed on a yearly basis

This document is attached to the Staff Manual and Parent, student handbook and available on the school website.