

## POLICY 7302 (EARLIER 7301) BBIS APPEAL PROCESS

The appeals process has been established to help a parent, guardian or student resolve a question, concern, complaint or appeal related to any of the following as examples:

- admissions decision
- student placement decision (grade level or course)
- IB programme decisions taken by the School
- curriculum and resources
- management of the School
- employee of the School
- external service provider offering services on behalf of the School
- volunteer working at the School
- other students at the School
- alleged misinterpretation or inequitable application of established School policies or procedures
- other school matters, including those pertaining to BBIS Boarding

A parent, guardian or student with a question, concern, complaint or grievance about any school matter should always first approach the staff member(s) directly involved or concerned, in a respectful, courteous and reasonable manner, in order to resolve the matter quickly.

If an acceptable solution cannot be found, a supervisor (e.g. Head of Department, Team Leader, Coordinator, Head of Boarding or Principal) should be presented with all the facts in an open manner for discussion. The supervisor will ordinarily consult with the staff member(s) concerned before offering a solution.

If an acceptable solution has still not been found through discussion as outlined above, then the parent, guardian or student may bring their question, concern or complaint to the Director in writing, by email, by telephone or in person for a discussion. The Director will respond as follows:

- In most cases, the Director will meet with the parent, guardian or student concerned to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for the Director to carry out further investigations.
- The Director will keep written records of all meetings and interviews held in relation to the appeal.

- Once the Director is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parent, guardian or student will be informed of this decision in writing. The Director will also give reasons for the decision.

This appeals process is in place to afford the parent, guardian or student an appropriate means by which to address and appeal legitimate concerns. However, it should not be utilized as a means to bypass appropriate discussions with teachers or staff related to honest differences of opinion regarding specific applications of school policy and procedure.

The School may not be able to take effective action in response to anonymous complaints. An anonymous complaint may draw attention to a general or specific area of concern, which could then inform the continuous improvement process in place in the School. If the Director considers that an anonymous complaint is unfounded, untrue or malicious, then no action will be taken.

A vexatious complaint is one where there are insufficient grounds for complaint, and where it is considered that the concern/complaint is being made with the intent of causing trouble or annoyance to the person against whom the complaint is lodged, or to whom the complaint is sent. The Director will consider what action might be appropriate in the specific circumstances.