**Tongwen School (Jiaxing)**

**Complaints Policy and Procedures**

**INTERNATIONAL BACCALAUREATE 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 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.

**PKUES(JX) MISSION STATEMENT**

The mission of PKUES(JIAXING) is to provide its students with the opportunities, resources, instructions, and environment to develop creativity and a globally-minded character through an international school curriculum that embraces Chinese and Western culture that helps them to become lifelong learners and involved citizens in a changing, global society.

**PHILOSOPHY OF COMPLAINTS POLICY**

The International Division of PKUES(JIAXING) encourages strong ties between home and school. In addition to Parent Teacher Conference (PTC) and school reports, teachers are also expected to utilize the different means to further promote a positive and successful relationship between the home and school.

**PRINCIPLES OF THE PROCEDURE**

To ensure the complaints process is effective, the following principles are applied throughout the complaints process and provide a framework for communication between stakeholders and PKUES(JIAXING) staff.

*Fairness* – we aim to have a fair complaints procedure that ensures everyone is treated equally.

*Courtesy* – all communication in relation to this procedure should be based on mutual respect, trust and courtesy.

*Accessibility* – we aim to have a complaints procedure that is easy to understand, easy to access and well publicised.

*Timeliness* – we aim to ensure that all complaints are dealt with in a timely manner.

*Effectiveness* – the complaints procedure is monitored and reviewed to ensure it continues to be effective.

*Attentiveness* – you will be given every opportunity to put forward your complaint, and you can be assured that we are listening. We will update you on the process and status of your complaint as appropriate.

**WHAT THIS PROCEDURE COVERS**

* PKUES(JIAXING) is committed to providing and excellent quality of service. We value your views and feedback we receive and aim to make continuous improvement to this mission.
* Email contact for any questions or complaints: [lihan@pkutw.com](mailto:lihan@pkutw.com)
* If you have a query, please contact the DP Coordinator, Mr Lee (Han Li), so that. – wherever possible – we can answer any queries before they become complaints.
* Anyone who has directly accessed the PKUES(JIAXING)’s services, and has concerns about those services, can make a complaint to the PKUES(JIAXING) which, in most cases, will result in a formal response.
* To maximize the chances of a quick resolution, we ask that you submit your complaint within a period of 3 months following the incident. The PKUES(JIAXING) is committed to handling it sensitively and efficiently in line with the principles of our procedure as listed below.

**SCHOOL COMMUNITY RELATIONS**

* **Concerns about Classroom Activity**

Any specific concerns a parent may have regarding activities in their child/s classroom, shall first be discussed between the parent and the teacher, then if necessary with the appropriate SLT member.

* **Concerns about School Personnel**

Any concerns about school personnel shall first be raised with the employee themselves. Then, after listening to the parent’s concerns, the appropriate SLT member may deem it necessary to conduct a conference to provide a positive solution. In no case will complaints to made or discussed in the presence of students.

* **Concerns about Curriculum and Materials**

Opinions differ about the appropriateness of certain curriculum offerings or instructional materials; from time to time an individual parent or a group of parents may take exception to a particular class textbook or library book. Any school employee receiving a complaint about such matters shall refer the matter to the related SLT member.

**TEACHER PARENT COMMUNICATION**

* **School to Home**

Frequent communication with parents will be an important part of maintaining close relations between the school and the home, and teachers are encouraged to communicate regularly with parents. This can be done directly without involving the International Division office. Any written communication with may affect future dealings with the parents, such as notification of academic problems, should be photocopied, saved in e-mail and placed in the relevant student file.

**Note: Teachers and administrators should respond to any parent questions, including email queries, within 24 hours.**

*In terms of frequency of communication:*

* **Grade 1 to Grade 6:** Homeroom teachers are expected to communicate with parents at least weekly, but in some individual cases even daily communication is needed.
* **Grade 7 to Grade 9:** Homeroom teachers are expected to communicate with parents of their students at least weekly through the use of general classroom newsletter (or other regular means) outlining upcoming events in the classroom and highlighting various aspects of the course.
* **Grade 10 to Grade 12:** Teachers are expected to communicate with parents at least weekly, outlining assignments that are outstanding, as well as providing parents with access to student grades and other progress.

*Note: No report card should contain a failing grade without prior contact having been made with parents*.

* **Home to School**

Parents may wish to communicate with teachers or administration, sometimes with complaints or concerns. Parents are encouraged to approach teachers directly with questions about homework, classroom management, or other classroom-related details. Parents who call the office will be referred to a teacher before an administrator will hear a complaint. When a parent refuses to meet with a teacher, the teacher will be informed (i.e., there will be no ‘anonymous’ complaints).

* **Parent Teacher Conferences**

Parent Teacher Conferences (PTC) are scheduled each year. PTCs are used to acquire an understanding of the student’s progress and to discuss any special circumstances and needs of the students. PTC days are scheduled for each semester of the school year. Should there be particular critical problems in the academic or behavioral performance of a student, a meeting may be requested by either teacher or parents at any time. If you require the assistance of a translator please let a SLT member know in advance. A translator (if required) can also be arranged, given sufficient advance notice.

Maintaining effective channels of communication between home and school is a shared responsibility for everyone in our community. Enabling families and teachers to have a open and regular discussions regarding student learning is a major goal for the International Division. We will continue to encourage families to contact teachers and the School’s administration whenever necessary. The school adopts an open-door policy and is happy to receive parents at any time. However:

* Visits should be pre-arranged whenever possible in order to avoid any unnecessary disruption to the regular teaching programme.
* If parents which to come into classrooms they should make arrangements/appointments with the class teacher in advance.
* **Parents Association (PA) – International Division**

The PA of the International Division will serve as a channel through which parents can communicate ideas for the betterment of the school to the SLT members. It works in an advisory capacity only, however, and does not establish school policy. That is the domain of the administration.

The PA is not a vehicle to the air individual parent concerns or a substitute for communication directly to the school. Any other memos to be distributes via students must be channeled through, and approved by, the appropriate SLT member. Only parents of current students can be members of this organization.

**STAGES OF THE COMPLAINTS PROCEDURES (GENERAL)**

* **Informal Stages of the Complaints Procedures**
  + Parents may ask questions directly to school staff without any formalities. In this case, it may not be clear whether the parent is complaining, seeking information, or misunderstanding a situation. In any case, the school aims to address this in a quick and efficient manner.
  + If the concern is nor resolved immediately and the complaint is confirmed by the parent, the opportunity to discuss the matter with an appropriate member of staff will be given, e.g. Deputy Head of School, Department Head or Homeroom Teacher. In the case of complaint against the Homeroom Teacher or Deputy Head of School, this stage will always be heard directly by the Homeroom Teacher or Deputy Head of School him/herself.
  + The member of staff will discuss the issue with the parent and those involved in school, with the aim of resolving the complaint as soon as possible. The parent will be informed of the outcome of the investigation and what action, if any, the school proposes to take.
  + If the informal process has been exhausted and no satisfactory solution has been found, the parent will be asked by the member of staff dealing with the complaint whether he/she wishes the complaint to be considered to go into *Stage 1* of the formal procedures.
  + If wishing to proceed with the complaint, the parent will be invited to put the complaint in writing to the Homeroom Teacher or Department Head using the *Formal School Complaint Form* attached to this policy as **Appendix 1**. The form should be sent to the Homeroom Teacher or Department Head within **TEN** school days.
  + If a *Formal School Complaint Form* is not submitted within **TEN** school days, the school will assume that the complaint has been withdrawn.
* **Formal Stages of the Complaints Procedures**

**Stage 1: Referral for further investigation**

* Where the complaint has been addressed by the Homeroom Teacher or Department Head at the Informal Stage, this stage will be heard by the Deputy Head of School. Where another staff member has addressed the complaint at the Informal Stage, this stage will be heard by the Homeroom Teacher.
* The Deputy Head of School or Homeroom Teacher will acknowledge the written complaint within **TWO** school days of receipt and provide an opportunity to meet the parent to discuss the complaint.
* The Deputy Head of School or Homeroom Teacher will investigate the complaint and a written response will normally be made within **FIVE** school days of receipt of this complaint. If this is not possible, a letter will be sent explaining the reason for the delay and providing a revised target date.
* The written response will include full reasons for the conclusions reached by the Deputy Head of School or Homeroom Teacher and what action, if any, the school proposes to take to resolve the matter.
* If the parent still remains dissatisfied, he/she will be advised that, in order to progress the complaint further at *Stage 2*, he/she mush notify the Deputy Head of School in writing within **FIVE** school days.
* The Deputy Head of School will then ensure that the parent is offered the opportunity of taking the complaint to the Complaints Panel at *Stage 2* of this procedure.

**Stage 2: Review by a Complaints Panel**

* Complaints will only rarely reach this level. However, when the need arises, a Complaints Panel will consider complaints at this stage.
* A written acknowledgement of the complaint and the request for it to be heard at *Stage 2* of the procedure will be sent to the parent by the Deputy Head of School within **TWO** school days.
* The letter will inform the parent that the complaint will be heard by a Complaints Panel within **FIVE** school days of receiving the complaint. It will also inform the parent of the right to submit any further documents other than the complaint form and these must be made available to the Deputy Head of School within **THREE** school days of receipt of the acknowledgement letter. The complainant does not have the right to call witnesses to the meeting, although the parent may be accompanied by a companion of his/her choice.
* The Deputy Head of School will send a copy of the letter of acknowledgement of the complaint to the Homeroom Teacher and/or Department Head and request a written report in response to the complaint within **THREE** school days of receipt of the letter.
* The names of all parties to attend the meeting and all relevant documents to be referred to at the meeting will also be provided by the Chair of the Complaints Panel to the parent; The Deputy Head of School and/or Homeroom Teacher; and each panel member. This will be provided as soon as possible and, in any event, at least **THREE** school days prior to the meeting.
* A written decision will be sent to the parent and the Deputy Head of School and/or Homeroom Teacher by the Chair of the Complaints Panel within **THREE** school days of the hearing. The letter will explain that the decision of the Complaints Panel is final and that there is **NO** subsequent appeal process.

**IB PROGRAMME COMPLAINT PROCEDURES**

* **Complaints Towards the IB Programme(s) & Appeals Against IB Programme Decisions Taken by the School**

Complaints regarding the IB Programme at PKUES(JIAXING) should go through the IB Coordinator and fall within the remit of our school. The process for complaints is following[*The IB complaints procedure*](https://www.ibo.org/contentassets/fab8ccef45b743c0a68de6f9ea989385/ib-complaints-procedure-nov-2018-en.pdf).

***Submitting a formal complaint***

If it has not been possible to resolve your issues informally or you wish to submit a formal complaint, the following procedure outlines how to submit your compliant to the IB Programme in PKUES(JIAXING).

**Stage 1 – Complaints should be submitted in writing to these email addresses:**

IBDP Coordinator: **Mr Han Li (Lee)** [lihan@pkutw.com](mailto:lihan@pkutw.com) *and/or*

IBDP Advisor: **Ms Jiaxin Wang(Jessie)** [jessiewang@pkujx.cn](mailto:jessiewang@pkujx.cn)

IBMYP Coordinator: Ms Lin Wang (Lynne) [wanglin@pkujx.cn](mailto:wanglin@pkujx.cn)

Please provide as much information as possible about the nature of your complaint and the departments or services involved. Specifically, you must supply us with the following:

* Your name, contact address and telephone number or email address to allow us to contact you with regards to the complaint.
* The details of your complaint including any previous attempts to resolve the matter and copies of all relevant documentation (if applicable).

*Alternatively, you can use the Formal School Complaint Form (see appendix 1) to submit your complaints regarding the IB programme(s).*

**Stage 2 – Review by the Programme Coordinator and the Complaints Panel**

We will acknowledge receipt of your complaint within three business days. The programme coordinator and the Complaints Panel will oversee an investigation of the matter, and you may be contacted for further information if this is necessary. The programme coordinator or principal will aim to respond to you with his or her conclusions within fifteen business days of receipt of the complaint. Where more time is required you will be notified, which an estimate of the timeline for receiving a final response.

*PKUES(JIAXING) reserves the right to cease corresponding with a complainant if their correspondence is, in our reasonable opinion, frivolous, vexatious, abusive or if the matter has reached a conclusion within the framework of the formal complaint process.*

* **Requests for the Re-marking of Diploma Programme work & Appeals Against Examination Results or Other Assessment Decisions**

There is a separate procedure to deal with re-marking of the Diploma Programme. All requests for the remarking of work or appeals against examination results or other assessment decisions must follow the procedures outlined in the Handbook of procedures for coordinators and the General Regulations. The setting and the implementation of the process below are according to the *Diploma Programme Assessment Procedures*.

**Stage 1 – Consulting the Subject Teacher and the College Counsellor**

The IBDP results usually released on July 06 every year, after receiving the IBDP results, if students have any questions about any subject, they should first communicate with the teacher of the corresponding subject and the college counsellor for advices.

**Stage 2 – Submit a Preliminary Appeal Application**

The student or their legal guardian(s) can submit a preliminary appeal application to the school (DPC) by email, and specify the specific subject and level that need to be appealed in the application email.

**Stage 3 – Inform the Notices**

After receiving the preliminary appeal application from the student or the legal guardian(s), the school will inform them of the notices for appeal (e.g. the final grade of appeal may be adjusted up or down, the period of appeal Category 1 re-mark is 18 business days, etc.), which to make sure the student and their legal guardian(s) is clear with all the appeal details.

**Stage 4 – Confirmation of the Appeal**

After the student and their legal guardian(s) fully understand the notices of the appeal, they will give a confirmation reply to the school to go with the IB official appeal process or not.

* *YES*: The student and their legal guardian(s) need to formally reply to the school by email. After the school confirms with the student and their legal guardian(s), the school will start the appeal process. The school will help the student to submit the appeal application through the IBIS system.
* *NO*: The official IB appeal process will not be initiated.

*Note: The entire appeal process needs to be synchronised with the relevant subject teacher(s) and other personnel.*

**Appendix 1: Either print this sheet, or create a copy and use digitally**

**FORMAL SCHOOL COMPLAINT FORM**

To whom or what does the issues relate: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Complainant: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact details (mobile phone number or email address): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |
| --- | --- |
| **Details of Complaint:**  *(Please be as specific as possible, e.g. giving dates, who was involved and where, etc.)*  *Please attach a continuation sheet and additional information if you wish.* | |
| *What would you like to see done to resolve your complaint and bring the matter to an acceptable closure for yourself and the school?* | |
| **Signature:** | **Date:** |

**Appendix 2: Complaints Procedures Flowchart**

**Peking University Experimental School (Jiaxing)**

**Complaints Procedure Flowchart**

**Complaint heard by Homeroom Teacher (Stage 1)**

* Acknowledge receipt of written complaint
* Write to complainant with outcome of investigation
* Ensure outcome recorded in campus Complaints File

**Complaint heard by staff member (Informal stage)**

* Ensure Homeroom Teacher informed of outcome

Issue resolved

Issue not resolved

Issue resolved

Issue not resolved

**Complaints Panel meeting arranged (Stage 2)**

* Issues letter inviting complainant to meeting
* Issue letter confirming panel decision
* Ensure outcome recorded in campus Complaints File