**PARENT OR LEGAL GUARDIAN AND STUDENT COMPLAINTS PROCEDURE**

**AT THE XXXV LICEUM OGÓLNOKSZTAŁCĄCE Z ODDZIAŁAMI DWUJĘZYCZNYMI IM. BOLESŁAWA PRUSA**

**IN WARSAW**

 At the XXXV Liceum Ogólnokształcące z Oddziałami Dwujęzycznymi im. Bolesława Prusa in Warsaw, we make every effort to improve the educational environment that promotes individual student development. When ambiguities arise, we rely on open communication and access to feedback. Sometimes, however, despite the efforts of the school community, there are situations that give rise to fear and anxiety. In such cases, a student, his parent or legal guardian has the opportunity to file a complaint. By complaint is meant the submission of objections to a particular aspect of the school's work and/or implementation of the IB program.

 The purpose of this document is to provide a safe, calm and friendly environment for parents and students. To ensure that the complaint process is effective, the following principles are applied throughout the complaint process and provide a framework for communication between parents, students and the school

* Fairness - the school strives for a fair complaint procedure that ensures equal treatment for all.
* Courtesy - all communication in connection with this procedure should be based on mutual respect, trust and courtesy.
* Accessibility - the school strives to make the complaint procedure easy to understand, easily accessible and well-publicized.
* Timeliness - the school strives to ensure that all complaints are handled in a timely manner.
* Effectiveness - the complaint procedure is monitored and reviewed to ensure its continued effectiveness.

 Depending on the nature of the objections, the following procedure shall be undretaken:

1) In the first instance, the objection should be reported in person or by e-mail to the subject teacher or class teacher, who will inform the subject teacher of the situation.

2) If the class teacher and the subject teacher are unable to resolve the situation on their own or the situation exceeds their competence, it will be referred to the school IB DP coordinator and the school principal. Such a situation will occur, in particular, if the class teacher is also the teacher of the subject to which the complaint relates.

3) A complaint addressed to the Coordinator or the Head of School should be submitted in writing to the school secretary's office.

4) The IB DP Coordinator and the Head of School will review the complaint and then, if necessary, invite the parties concerned to attend a meeting to clarify the matter.

5) The IB DP Coordinator and the school principal will make every effort to fully clarify the subject of the complaint.

6) The complainant will be informed in writing by the IB DP Coordinator about the validity or otherwise of the complaint and the recommendations and/or findings made.

7) Documentation of the handling of each complaint will be kept in the complaint register maintained by the school.

 A separate procedure shall be followed in the event of a student's and/or parent's request for re-evaluation of the Diploma Program's external examination results.

 After each exam session, the IB offers a number of services to schools through Enquiry Upon Results, which can be found on the IBIS website.

 Enquiry Upon Results, for a fee and depending on what you order, with the consent of the student and parent, allows schools to apply for:

* Category 1: reassessment of an individual candidate
* Category 2a: return of externally assessed material for a fee according to the component Category 2b: return of externally assessed material by subject/level for an individual candidate.
* Category 3: re-modification of exemplary internal assessment work.

 In the case of EUR, the following actions should be performed:

1. the DP Coordinator informs candidates/guardians about the possibility of submitting a Request for Results Inquiry (EUR) (all categories) after the results are announced.

2 The DP coordinator explains the process, details of fees, etc., and the consent of the candidate(s) or his/her legal guardian(s), making sure that the candidate and/or legal guardian(s) are aware that the grade may go up or down.

3. the candidate/legal guardian understands the process and sends a letter of consent to the DP coordinator.

4. the DP coordinator sends the request to the IB

5. the DP Final Award Committee carries out the process.

6. if the grade changes, the new grade will be reflected on the candidate's website after the EUR.

7. the DP Coordinator informs the candidate of the updates.

 The "IB Complaint Procedure" document outlines the complaint process for areas other than those directly resulting from decisions made by the XXXV Liceum Ogólnokształcące z Oddziałami Dwujęzycznymi im. Bolesława Prusa in Warsaw, because "IB World schools are completely independent of the IB and are solely responsible for the implementation and teaching quality of the program."

(─) Koordynator IB DP

w XXXV Liceum Ogólnokształcącym z Oddziałami Dwujęzycznymi im. Bolesława Prusa

(─) Dyrektor

 XXXV Liceum Ogólnokształcącego

Z Oddziałami Dwujęzycznymi im. Bolesława Prusa