

IB DIPLOMA PROGRAMME

Tauragės “Versmės“ gimnazija (049284)

Parents/Legal Guardians and Students Complaints Procedures

IB MISSION

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.¹

PHILOSOPHY AND SCOPE

As an IB World school, we intend to foster effective communication within the school’s IB community. We seek for clear, sincere, and effective communication thus improving the quality of the implementation of the IB DP. Open, respectful, inclusive, and constructive relationships between the school’s IB DP members are vital in facing challenges, solving problems, and finding the best ways to tackle any issue that affects a student and/or parents/guardians’ well-being, satisfaction, motivation, and academic performance. Hence, an open dialogue is strongly encouraged.

This policy aims to assure the school’s community members that it is an interest of the school leadership and the governing body to react to any oral or written complaint, or constructive criticism against the school in an open, fair, procedural way to achieve a satisfactory resolution to both parties of the issue as well as improve practices and procedures.

STAGES OF THE COMPLAINTS PROCEDURE

There are three stages of the complaints procedure:

Stage 1: Informal complaints

Stage 2: Formal complaints

Stage 3: Appeals

It is in everyone’s interest that complaints are resolved at the earliest possible stage. Many issues can be resolved informally (Stage 1) by contacting the class teacher or the subject teachers directly without the need to use the formal stages of the complaints procedure outlined below. But if the matter cannot be resolved informally (applying the procedures of Stage 1), it may be necessary to further follow the procedures of a formal complaint (Stage 2) or even appeal (Stage 3) involving the school’s leadership, governing body and/or IB organisation.

The contacts of the school’s leadership staff could be found on the school website:
<https://versme.org/struktura-ir-kontaktai/administracija>

¹ IB mission (<https://www.ibo.org/about-the-ib/mission/>)

STAGE 1: INFORMAL COMPLAINTS

Any complaint or concern by the parent/guardian or the student first should be addressed directly to the teacher or any other staff member (e.g. class teacher, CAS coordinator, EE coordinator, career counsellor, etc.) who can solve the issue. The complaint could be discussed orally at the meeting at school at the agreed time by both parties or in writing via the school's electronic system *Tamo* or a professional email address. The complainant should describe the situation that led to the concern/complaint, identify the impact, and suggest a solution to the problem or indicate the possible support means.

The teacher or other staff member should reply orally or in writing within 24-32 hours (except holidays and weekends) depending on the scope of the issue. If the issue is not resolved with an informal conversation or email, and the complainant chooses to pursue the matter further because it has not been resolved to his/her satisfaction, a formal meeting should be arranged with the complainant and the teacher/staff member and the IB DP coordinator or another member of the leadership.

A parent/guardian or a student also may raise a concern directly to the IB DP coordinator in situations when it comes to very sensitive issues like bullying, inappropriate behaviour, lack of support, unfair assessment, etc. In any effect, the IB DP coordinator must effectively resolve the complaint keeping to the regulations, orders, and practices of the school. In the case of a complaint against the IB DP coordinator, the Head of the school must take all necessary actions to solve the issue.

In case of an informal complaint about a teacher, the IB DP coordinator, or any other staff member, the starting point is to initiate the dialogue between involved parties seeking to solve any disagreement or dissatisfaction and reach a compromise. If the dialogue has already been attempted, the IB DP coordinator and/or the Head of the school become involved in seeking the solution which could be taken to the teacher or other staff member about the dissatisfaction being expressed by the parent/guardian or a student, initiate the conversation between the parent/guardian, student, and the teacher/staff member.

If the issue is not resolved with an informal conversation or email, the complainant may wish to take the matter further by following the procedures for making a formal complaint (Stage 2).

STAGE 2: FORMAL COMPLAINTS

If the complaint cannot be resolved on an informal basis, then parents/legal guardians should put their complaint in writing using any official complaint form addressing the Head of the school. The Head of the school investigates the content of the issue within 3 school days and provides an opportunity to meet the parent/guardian and student to discuss the complaint. The Head of the school normally should provide a written response to the complainant within 10 school days and/or organize the meeting to discuss the complaint. The investigations may be delegated, as appropriate, to one or more other staff members (Head Deputies, IB DP coordinator, etc.). In case the complaint needs further investigation or involvement of the third parties (representatives of the governing body (Municipality), lawyer, IBO, etc.) the official written suggestion to solve the issue may take up to 1 months from when the issue was addressed by the complainant.

The written response sent by the Head of the school to the complainant should include a full explanation of the conclusions reached, short and long-term actions agreed upon, and any other proposes to be taken to resolve the issue in alignment with the school’s procedures, orders, policies, etc.

The complainant and the teacher/staff member/IB DP coordinator are informed of the decision of the Head of the school by the official written report.

Written records of all meetings, written correspondence and reports must be stored until the complaint is solved for good.

If parents/guardians or students are still not satisfied with the decision, they may proceed to Stage 3 and request appeals.

STAGE 3: APPEALS

If the complainant is not satisfied with the decision of the school leadership, one may make a written appeal to the founder of the school (Tauragės district municipality) or the IB organization.

In the written appeal, the complainant should describe the situation that led to the concern/complaint, in detail describe all actions taken beforehand, provide reports/records of the meetings, written correspondence to clearly state the issue.

A written request for appeal must be submitted via email:

1. To contact the Head of Education, Science and Sports Department at Tauragės district municipality ([Švietimo ir sporto skyrius - Tauragės rajono savivaldybė \(taurage.lt\)](mailto:Švietimo ir sporto skyrius - Tauragės rajono savivaldybė (taurage.lt))):
email jurate.veisiene@taurage.lt
2. To contact the IB’s Customer Service and Information team (<https://www.ibo.org/contact-the-ib/>),
IB Answers: email support@ibo.org

The institution contacted will apply all procedures to resolve the issue and inform all parties with the decision taken.

REVIEW OF THE PROCEDURES

To ensure that effective practices are shared, updated, understood, and implemented by the Tauragės “Versmės“ gimnazija community, Parent/Legal Guardian and Student Complaints Procedures will be made publicly available to the community and posted on the school’s website (<https://versme.org/>). The procedures will be reviewed and revised on a regular, ongoing basis with the input of all stakeholders.