

# Parental Complaint Procedure



## Rationale

Whilst every care is made at Anton Bruckner International School to ensure that there is a transparent and fair approach to decision-making, we understand that there may be occasions when parents or other stakeholders may wish to register a complaint about either teaching and learning practice, school policy, or the implementation of that policy.

As a school, we feel it is important that such complaints are dealt with in a consistent manner, as swiftly as possible, and at the appropriate level in the school hierarchy.

In order that parents and other stakeholders are aware of how and where to make a complaint, we have produced the following document.

## Procedure

We have produced an indicative, but not exhaustive, list of potential areas of complaint along with the channel which should be used to express these complaints. They are scaled according to severity.

For the purpose of this document, school leadership is defined as:

- School Principal (Gabriele Untersperger)
- Deputy Principal (Maria Lauterbach)
- MYP Coordinator (Paul Cartwright)
- PYP Coordinator (Benjamin Lewis)

## Stage 1: Informal resolution

Minor Complaints	Sent to class teacher / after-school team	Via toddle, or informally in person.
Examples	<ul style="list-style-type: none"><li>• Concerns and complaints about student behaviour.</li><li>• Concerns and complaints about classwork.</li><li>• Concerns and complaints about children's emotional wellbeing.</li><li>• Concerns and complaints about classroom practices and procedures.</li><li>• Concerns and complaints about grading and marking.</li></ul>	

Teachers may consult with school leadership in order to resolve the matter.

## Stage 2: Resolution with leadership team

More serious Complaints	Sent to PYP/MYP Coordinator, Deputy Principal.	Via toddle, or though a formal meeting.
Examples	<ul style="list-style-type: none"><li>• Serious concerns about student behaviour.</li><li>• Concerns about teaching methods.</li><li>• Concerns and complaints about student bullying.</li><li>• Unresolved concerns about classroom practices and procedure.</li><li>• Complaints about the curriculum.</li><li>• Complaints about school policies.</li><li>• Complaints about compliance with IB principles and practice.</li></ul>	

**For MYP exam result appeals please see appendix 1.**

## Stage 3: Resolution with principal.

Very serious complaints	Sent to School Principal	Via toddle, through a minuted formal meeting.
Examples	<ul style="list-style-type: none"><li>• Serious complaints and concerns about staff behaviour</li><li>• Serious complaints about teaching methods</li><li>• Concerns and complaints about curriculum coverage.</li><li>• Serious concerns and complaints about student welfare.</li><li>• Health and safety concerns.</li><li>• Appealing against report card grades.</li><li>• Appealing against IB final grades.</li></ul>	

The principal may consult with the school board and/or local education authority (Bildungsdirektion) in order to resolve the matter.

**We request that complaints are only addressed to one member of staff at a time, to ensure that complaints and concerns are dealt with efficiently.**

## Appendix 1: Exam Grade Appeals

The leadership team may consult with the school principal in order to resolve the issue. This may involve appeals over IB grading during the MYP eAssessments. A brief overview of what is allowed is below. Please be aware that the IB charges fees for this service. Enquiries are made upon results.

*The MYP coordinator may request the following.*

- **Category 1 re-mark:** Re-mark of externally assessed on-screen examinations for an individual candidate
- **Category 1 report**
- **Stage 1:** Return of externally assessed material from a single on-screen examination for an individual candidate
- **Stage 2:** Report on a category 1 re-mark for an individual candidate
- **Category 2:** Return of externally assessed material from a single on-screen examination for all candidates
- **Category 3 remoderation:** Remoderation of marks for internally assessed and moderated subjects

*Please note that the outcomes of enquiry upon results requests are communicated only to the MYP coordinator. Should the notifications be required in the coordinator's absence, it is the school's responsibility to make internal arrangements for the outcomes to be communicated to a nominee. The IB will not communicate the outcome to anyone other than the MYP coordinator.*

*A fee is payable for each of the above categories (except when a grade is changed as a consequence of a category 1 re-mark). The categories for enquiries upon results are normally independent of each other and may be requested in any order up to **15 October/15 April**, two months after the issue of results. However, a request for a category 1 report must be preceded by a category 1 re-mark and must be requested within one month of receipt of the result of the category 1 re-mark. None of the above categories can be requested more than once for the same subject.*

*Changes of grade*

**Category 1 re-mark:** A candidate's grade may be lowered or raised as a consequence of a category 1 re-mark. Consequently, coordinators must obtain the written consent of a candidate or the candidate's legal guardian(s) before requesting this service. If a school neglects to obtain this consent and a grade is lowered, the original grade will not be reinstated.

**Category 1 report:** No grade will be changed as a consequence of a category 1 report. The purpose of a report is to provide information on how marks were awarded in the category 1 re-mark.

**Category 2 return of work:** No grade will be changed as a consequence of a category 2 enquiry.

**Category 3 remoderation:** Candidates' marks and grades may be raised as a consequence of a category 3 enquiry, but not lowered.