



Complaints Policy and Procedures The IB Diploma Programme

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School Mission Statement

We strive to prepare all students to become life-long learners and responsible citizens both locally and globally ready to meet the challenges of the future. In partnership with families and community, our goal is to create relevant learning opportunities for students – both inside and outside the classroom - that help them develop the knowledge, critical thinking skills and character necessary to succeed in a technologically advanced world.

IB Learner's profile

The aim of all IB programmes is to develop internationally minded people who, recognizing their common humanity and shared guardianship of the planet, help to create a better and more peaceful world.

IB learners strive to be:

Inquirers They develop their natural curiosity. They acquire the skills necessary to conduct inquiry and research and show independence in learning. They actively enjoy learning and this love of learning will be sustained throughout their lives.

Knowledgeable They explore concepts, ideas and issues that have local and global significance. In so doing, they acquire in-depth knowledge and develop understanding across a broad and balanced range of disciplines.

Thinkers They exercise initiative in applying thinking skills critically and creatively to recognize and approach complex problems, and make reasoned, ethical decisions.

Communicators They understand and express ideas and information confidently and creatively in more than one language and in a variety of modes of communication. They work effectively and willingly in collaboration with others.

Principled They act with integrity and honesty, with a strong sense of fairness, justice and respect for the dignity of the individual, groups and communities. They take responsibility for their own actions and the consequences that accompany them.

Open-minded They understand and appreciate their own cultures and personal histories, and are open to the perspectives, values and traditions of other individuals and communities. They are accustomed to seeking and evaluating a range of points of view, and are willing to grow from the experience.

Caring They show empathy, compassion and respect towards the needs and feelings of others. They have a personal commitment to service, and act to make a positive difference to the lives of others and to the environment.

Risk-takers They approach unfamiliar situations and uncertainty with courage and forethought, and have the independence of spirit to explore new roles, ideas and strategies. They are brave and articulate in defending their beliefs.

Balanced They understand the importance of intellectual, physical and emotional balance to achieve personal well-being for themselves and others.

Reflective They give thoughtful consideration to their own learning and experience. They are able to assess and understand their strengths and limitations in order to support their learning and personal development.

Gymnázium Šrobárova 1 is the school with an established and proud tradition. We respect and tolerate other's different views and appreciate feedback we receive. It makes us improve our services and fulfil our mission.

If you have any questions and complaints, we would like to hear about them as soon as possible so they can be resolved with satisfaction of the individual and the community. To maximise the chances of a quick resolution, we ask that you submit your complaint within a period of 3 months following the incident. We prefer if complaints can be dealt with in an informal and friendly manner by the individuals involved. If this is not possible then the complaints procedure should be used.

We understand that it is important to have a communication and request process in place to address issue specifically related to the IB program, as mandated by the IBO.

This document outlines:

- General communication principles about IB related issues
- The principles applied through the process of making requests and complaints for students and parents
- The process of addressing requests and resolving complaints
- The process of communicating predicted grades
- The specific procedure of requesting assistance during

The principles of complaints procedures:

To ensure that the complaints procedure is effective, the following principles are applied throughout the process:

1. We aim to have a fair complaints procedure that ensures everyone is treated equally. We will not take action against anyone who makes a reasonable complaint.
2. All communication should be based on mutual respect, trust and courtesy. Where possible we will handle complaints in confidence.
3. We aim to have a complaints procedure that is easy to understand, easy to access and well publicised.
4. We aim to ensure that all complaints are dealt with in a timely manner.
5. The complaints procedure is monitored and reviewed to ensure it continues to be effective.

6. You will be given every opportunity to put forward your complaint and you can be assured we are listening. Parents and students may take complaints, problems and concerns to any member of staff.

If it has not been possible to resolve your issue informally or you wish to submit a formal complaint, you should do so in writing to these email addresses: srobarka@srobarka.sk or ibcoordinator@srobarka.sk. Please provide as much information as possible about the nature of your complaint and the departments or the services involved as well as the details of your complaint including any previous attempts to resolve the matter and copies of all relevant documentation. Include your name, a contact address and telephone number or email address to allow us to contact you with regards to the complaint.

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

Although most complaints regarding the IB DP at Gymnázium Šrobárova 1 should go through the IB coordinator and fall within the remit of our school, there is a process for complaints to the IB itself. Here is the link to those procedures:

<https://www.ibo.org/contentassets/fab8ccef45b743c0a68de6f9ea989385/ib-complaints-procedure-nov-2018-en.pdf>

Bibliography:

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Internal School Regulations of Gymnázium Šrobárova 1 Košice