



INTERNATIONAL SCHOOL of HERZEN UNIVERSITY

Administration office:

Building B, 8 Vosstaniya St., St.-Petersburg, 191025, Russia

Tel.: +7(812) 275-6716; +7(812) 275-7684

Fax: +7(812) 275-5610; E-mail: school@interschool.ru

Complaint Procedure

INTRODUCTION

These Regulations on the procedure for resolving disputes establishes the procedure for students and their parents / legal representatives to apply to school officials in the event of the IB-related disputes that can be resolved without applying to the Commission for the Settlement of Disputes between Participants in Educational Relations (hereinafter referred to as the Commission).

Procedures are necessary to ensure fair treatment for all Participants in Educational Relations and acceptable procedures should be known, agreed and observed in the interest of good Educational Relations and harmony in the school environment. Periodic review of all procedures should take place to ensure that such procedures are in line with best practices and adhere to developments in employment and/or other relevant legislation and case law.

PURPOSE OF DISPUTE REGULATION PROCEDURES

1. To provide a fair, consistent and equitable mechanism for processing complaints by parents/ legal guardians or students (who have reached the age of 18 years) against teachers.
2. To do so in a manner that respects the rights of all concerned and is in accordance with natural justice.
3. To outline the procedures which should be followed by all – employer, employees and their representatives – in the event of complaints being made against teachers.

A. IB Middle Years Programme (Secondary school level)

A1. Appeals against marks for a formative / summative assessment work and / or unfair treatment

A1.1 If students and their parents / legal guardians consider unfair the mark for a formative or summative assessment work, or the term mark; or they believe that the MYP teacher violates the rights of the student or treats him/her unfairly, they have the right to seek clarification from the MYP teacher.

A1.2. If this issue cannot be resolved with the MYP teacher, students and their parents / legal guardians have the right to and should contact the Head of the Subject Group and / or the IB MYP Coordinator.

A1.3. If this issue cannot be resolved with the Head of the Subject Group and / or the IB MYP Coordinator, students and their parents / legal guardians have the right to and should file the appeal with the Commission.

A1.4. If this issue cannot be resolved with the Commission, students and their parents / legal guardians have the right to and should contact the Principal.

A1.5. The Principal is to organize and conduct an investigation based on the information provided by all participants of the dispute as well as any additional information relevant to the dispute. The decision made by the Principal is the final decision on the complaint.

A2. Appeals against e-Assessment achievement levels, including the grade awarded for the Personal Project

A2.1. If students and their parents consider the achievement levels for the Personal project or an eAssessment work, including internally and externally assessed work, or any other decision made by the IB and thus lying beyond the competence of the School, unfair, they have the right to seek clarification from the MYP Coordinator, which is their solely point of contact with the IB.

B. IB Diploma Programme (High school level)

B1. Choice of subjects in the Diploma programme

B1.1. For questions regarding the choice of subjects in the Diploma Programme, students and their parents / legal representatives contact the DP Coordinator. The decision on the student's choice of the DP subjects and their levels of study must be approved by the student, their parent / legal representative and the DP Coordinator in writing before the 1st September of the student's first year of study in the IB DP.

B2. Appeals against marks for a formative / summative assessment work and / or unfair treatment

B2.1 If students and their parents / legal guardians consider unfair the mark for a formative or summative assessment work, or the term mark; or they believe that the DP teacher violates the rights of the student or treats him/her unfairly, they have the right to seek clarification from the DP teacher.

B2.2. If this issue cannot be resolved with the DP teacher, students and their parents / legal guardians have the right to and should contact the IB DP Coordinator.

B2.3. If this issue cannot be resolved with the IB DP Coordinator, students and their parents / legal guardians have the right to and should file the appeal with the Commission.

B2.4. If this issue cannot be resolved with the Commission, students and their parents / legal guardians have the right to and should contact the Principal.

B2.5. The Principal is to organize and conduct an investigation based on the information provided by all participants of the dispute as well as any additional information relevant to the dispute. The decision made by the Principal is the final decision on the complaint.

B3. Appeals against the grades awarded for the Diploma programme internal and / or external work.

B3.1. The school does not consider appeals against the grades awarded for the Diploma programme internal and / or external work / examinations, as this lies beyond the competence of the School. The School assists graduates and their parents / legal representatives in filing an appeal with the International Baccalaureate Organization in accordance with the procedure established by the International Baccalaureate Organization. To file such an appeal, the graduate and their parent / legal representative must contact the DP Coordinator within seven calendar days from the date of receipt of DP examination results from the IB organization.