

# Schloss Krumbach International School

## IB Diploma Programme Complaints Procedure

### Collaborative Development

This document was collaboratively developed by the IB DP Coordinator, Head of School, School Principal and the SKIS Pedagogical Team in September 2022.

### Review Cycle

This policy is reviewed every two years to ensure ongoing alignment with IB Programme Standards and Practices (PSP), specifically Standard 0201-04, and the evolving needs of the school community. Reviews are conducted collaboratively by the IB DP Coordinator, Head of School, School Principal and the SKIS Pedagogical Team. If updates are issued by the School or by IB that impact complaints procedures, an earlier review and revision will be undertaken.

Last Reviewed: September 2024

Next Review: September 2026

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## Introduction

At Schloss Krumbach International School (SKIS) we are committed to providing a positive and supportive learning and working environment for all students, parents, and staff. It is our objective to prevent the need for making complaints by having in place strong, positive relationships with our students, parents, carers and the wider SKIS community. However, in the event that complaints are made, we acknowledge that a process needs to be in place which is clear and allows for complaints to be resolved promptly and satisfactorily.

This policy is available on the school website.

In accordance with Article 6 of the Rules for IB World Schools (IBO, 2020; updated 2024), SKIS ensures that students and their legal guardians are informed of the procedures for addressing complaints and for submitting appeals against school decisions related to the IB programme. These procedures are transparent, accessible, and guided by the principles of fairness, confidentiality, and timely resolution.

## Independence of the School and the IB

While Schloss Krumbach International School (SKIS) is authorized to offer the IB Diploma Programme, it operates independently from the International Baccalaureate Organization (IBO). The school is solely responsible for the implementation and quality of the teaching and learning of the programme. The IB does not intervene in internal school matters or decisions. Therefore, complaints regarding school-based policies, administration, teaching practices, or internal assessment procedures must be addressed to the school, whereas concerns related to external assessment decisions, academic misconduct, or administrative outcomes from the IB must follow the IB's formal appeal process. (International Baccalaureate Organization. (2024). *Rules for IB World Schools* (Article 3.1))

Whether a concern or a complaint, the school always ensures that all raised cases are dealt with, resolved, and communicated with all concerned parties respectfully, fairly, openly, responsively, and confidentially.

Whether a concern or a complaint, the school always ensures that all raised cases are dealt with, resolved, and communicated with all concerned parties respectfully, fairly, openly, responsively, and confidentially.

Our school is committed to providing a fair and transparent process for handling students requests for appeals against decisions related to the IB programme. The procedure ensures that all concerns are addressed impartially and in a timely manner.

## Definitions

A concern may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'

Complaint - an expression of dissatisfaction with a real or perceived problem. It may be about the school as a whole, about a specific department or an individual member of staff

and any matter about which a parent is unhappy and seeks action by the school

## **Purpose of this complaints procedure**

The purpose of this procedure is to facilitate the resolution of complaints related to situations within the International Baccalaureate Diploma Programme (IBDP) at Schloss Krumbach International School. It aims to provide a structured and transparent process for addressing concerns raised by students, parents, or legal guardians, ensuring that complaints are thoroughly examined and resolved in a fair and effective manner.

## **Scope and Limitations of this Procedure**

This complaints procedure applies to concerns, decisions, or actions taken by Schloss Krumbach International School (SKIS) in the context of delivering the IB Diploma Programme. It provides a pathway for students and legal guardians to raise issues related to academic decisions, programme implementation, assessment practices, or school-based actions connected to the IB curriculum.

However, this procedure does not cover:

- Complaints directly related to the International Baccalaureate Organization (IBO), such as disagreement with official IB results, grading standards, or organizational policies.
- Administrative decisions made solely by the IB.
- Requests for grade reviews, remarking, or appeals already submitted to the IB independently.

Complaints related to internal assessment marks or procedures, including grading, feedback, and deadlines, are addressed only through this internal complaints process. These do not fall under the IB's external appeals mechanism.

While SKIS will support students in understanding and navigating IB processes (e.g., accessing forms, interpreting procedures), the school does not have the authority to influence or alter decisions made by the IB. Families may be referred to the IB Answers service or the official IB Complaints Procedure for concerns beyond the school's jurisdiction.

## **Principles of the procedure**

This policy is guided by the principles outlined in the IB's Complaints Procedure (2018), which emphasize fairness, transparency, and the right to be heard. According to the IB:

*"The IB is committed to ensuring that all complaints are handled in a fair, timely, and consistent manner, and that students and their families are treated with respect throughout the process."*(International Baccalaureate Organization, 2018)

SKIS aligns with these principles by ensuring our internal complaints and appeals processes are accessible, impartial, and communicated clearly to all members of our school community. We aim to resolve concerns constructively, ensuring that students feel heard and supported

while maintaining procedural integrity.

**SKIS strives to uphold these values through the following principles:**

- **Fairness:** the school aims to have a fair complaints procedure that ensures everyone is treated equally.
- **Courtesy:** all communication in relation to this procedure should be based on mutual respect, trust, and courtesy.
- **Accessibility:** we aim to have a complaints procedure that is easy to understand, easy to access, and well publicized.
- **Timeliness:** the school aims to ensure that all complaints are dealt with in a timely manner.
- **Effectiveness:** the complaints procedure is monitored and reviewed to ensure it continues to be effective.
- **Attentiveness:** everyone will be given every opportunity to put forward their complaint and be assured that the school is listening. There will be updates on the process and status of the complaint as appropriate.

## Confidentiality

Confidentiality is a crucial aspect for all parties involved. It is imperative that any complaint is handled in a confidential manner to the greatest extent possible and with respect. Complaints made by parents or students should not have adverse consequences for the students.

## Right to Submit a Complaint

Any individual with access to the Diploma Programme at SKIS—including students, parents, or legal guardians—has the right to submit a complaint. The school is committed to addressing all concerns seriously and, in most cases, providing a formal written response.

**Complaints may arise in connection with, but are not limited to, the following situations:**

- A student's request for a clerical check, review of marking/moderation, or formal appeal is not supported by the school.
- Requests for access to examination materials or review services as part of the IB's Enquiry Upon Results (EUR) process.
- Concerns about the school's internal procedures for managing IB assessments, including grading decisions, deadlines, and feedback.
- Issues regarding the delivery or administration of the IB Diploma Programme, such as instructional quality, access to resources, or scheduling conflicts.
- Perceived wrongdoing or misconduct by students, staff, or faculty related to the implementation of the IB programme.
- Reports of unfair, disrespectful, or discriminatory treatment by any member of the school community.
- Matters relating to curriculum implementation, assessment practices, or communication of student progress.
- Complaints related to the coordination, supervision, or assessment of Theory of Knowledge (TOK) or the Extended Essay (EE) are also covered under this general complaints procedure and should follow the same steps outlined below. These may

include concerns about guidance, deadlines, academic expectations, or the support provided by supervisors or coordinators.

- Communication concerns between the school and parents or legal guardians regarding IB matters.

## How to Make a Complaint

### Stage 1 – Informal Resolution (Recommended First Step)

SKIS encourages open communication and aims to resolve most concerns quickly and informally at the source. Before submitting a formal complaint, please consider whether the issue falls within the scope of this policy (see above: *Scope of Complaints*).

- If the concern involves a specific teacher or staff member, the student or parent/legal guardian should first attempt to resolve the matter directly with that individual.
- Open, respectful dialogue often leads to effective and timely solutions.
- If the issue is not resolved through this initial conversation or if the complainant feels uncomfortable addressing the issue directly, they may escalate it to the relevant Programme Coordinator or a member of the leadership team.

### Stage 2 – Formal Resolution (Submission of an Official Complaint)

If informal resolution is unsuccessful or inappropriate given the nature of the concern, the complainant may initiate a formal complaint.

- Complaints should follow the proper chain of communication, beginning with the individual involved and then escalating as needed.
- Formal complaints must be submitted in writing using the school's designated Complaints Submission Form (Appendix A).
- The form should be submitted to the IBDP Coordinator or Head of School, depending on the level and context of the issue. The school will acknowledge receipt of the complaint and begin the formal review process in accordance with its published timelines and procedures.

(For a summary of where to direct specific concerns or appeals, please refer to Appendix B: Quick Reference)

## Formal Complaint Procedure: Step-by-Step Process

Once informal resolution efforts have been exhausted or deemed inappropriate, a formal complaint may be submitted using the following process:

### 1. Submission of Complaint

Formal complaints must be submitted in writing to the IBDP Coordinator. The submission should include:

- A clear description of the issue
- The department or staff involved
- A summary of previous resolution attempts (if applicable)
- Any supporting documentation relevant to the complaint

The SKIS Complaints Submission Form (Appendix A) should be used to ensure consistency and completeness.

### 2. Acknowledgment of Complaint

The IBDP Coordinator will acknowledge receipt of the formal complaint within five (5) working days. Where appropriate, the IBDP Coordinator may consult with the School Principal or Head of School to determine next steps.

### 3. Initial Review

A designated member of the IB Programme Leadership Team will conduct a preliminary review to:

- Confirm the issue falls within the scope of this procedure
- Determine whether sufficient information has been provided to proceed

If the complaint is deemed valid and complete, it will move to the investigation stage.

### 4. Investigation

The IBDP Coordinator will oversee an impartial investigation. If additional information is required from the complainant, they will be contacted. Every effort will be made to provide a formal written response with findings and conclusions within fifteen (15) working days of initiating the investigation.

### 5. Outcome and Communication

The outcome of the investigation will be communicated to the complainant. SKIS reserves the right to cease further correspondence if the complaint is deemed frivolous, vexatious, abusive, or has already been fully addressed through the formal process.

## 6. Further Appeals

If the complainant remains dissatisfied with the outcome, they may escalate the matter to the International Baccalaureate Organization (IBO) through its official appeals process. SKIS will assist the student or legal guardian in understanding and accessing the appropriate IB channels, including IB Answers and the formal appeals submission platform.

### Timeline Table

Step	Action	Timeline
Informal Resolution	Contact teacher/coordinator	ASAP
Formal complaint submitted	Acknowledged by DP Coordinator	Within 5 working days
Investigation initiated	Evidence collected/ reviewed	Within 15 working days
Outcome communicated	Via email or written report	Within 15 working days from investigation start
IB Appeal (if applicable)	Support given for forms	Per IB timeline

### Important Considerations for Submitting a Complaint or Appeal

- **Grounds for Appeal:**  
Appeals must be based on legitimate concerns regarding the fairness, accuracy, or procedural integrity of the school's decision-making. A mere disagreement with the outcome, without evidence of a flaw in the process, does not constitute valid grounds for an appeal.
- **Confidentiality and Impartiality:**  
SKIS is committed to maintaining the confidentiality of all parties involved and ensuring that complaints and appeals are handled with professional impartiality.
- **External Assessment Decisions:**  
Issues relating to IB external assessments, final grades, or examination procedures fall under the jurisdiction of the International Baccalaureate Organization (IBO). These concerns must be submitted via the IB's formal appeals process, not through the internal school procedure. SKIS will assist families in understanding this process and accessing appropriate IB support.

### Rights and responsibilities

**Parents and students lodging a concern or complaint with SKIS can expect to:**

- be treated with respect, courtesy and consideration
- have their complaint dealt with in an efficient and timely manner
- have personal information treated as confidential



- have their complaint considered impartially and in accordance with due process

**In return SKIS requests that parents and students making a complaint will:**

- treat all parties with respect and courtesy and maintain confidentiality
- raise the concern or complaint as soon as possible after the issue has arisen
- provide complete and factual information about the concern or complaint
- ask for assistance or further information as needed
- act in good faith to achieve an outcome acceptable to all parties
- have realistic and reasonable expectations about possible outcomes/remedies

**DP World Exam Appeals**

For appeals on formal DP examination results (those assessed externally by the IB) The IB Organization accepts appeals in relation to four areas of decision-making during an examination session.

**Appeals are possible against:**

- results—when a school has reason to believe that a candidate's result(s) are inaccurate after all appropriate enquiry upon results procedures have been completed. This is the most common appeal, known as an 'Enquiry Upon Results (EUR)'
- a decision upholding academic misconduct, but not against the severity of a penalty
- a decision in respect of special consideration—following a decision not to give special
- consideration to a candidate as a consequence of alleged adverse circumstances
- an administrative decision not covered by one or more of the foregoing circumstances that affects the results of one or more candidate

**Appeals Process**

**Please note:** While SKIS will support students and families in preparing appeals to the IB, the school cannot influence or guarantee the outcome of IB decisions. The final judgment rests solely with the IB.

**When the School Declines to Support a Candidate Request**

In cases where SKIS decides not to support a student's request for a clerical check, review of marking, moderation, or a formal appeal (Stage One), the student or legal guardian may request an internal review of that decision. If the outcome remains unsatisfactory, they retain the right to proceed with a Stage Two appeal, which can be submitted directly to the IB without school endorsement. SKIS will still support families by providing relevant IB documents and contact information.

**IB Appeals: Two-Stage Process**

- A Stage One appeal must be submitted by the Head of School or the DP Coordinator

- A Stage Two appeal can be submitted by the candidate or legal guardian, even if the school did not support a Stage One appeal, as well as by the school if appropriate
- Each stage requires payment of an IB fee, which is refunded if the appeal is successful
- Appeal forms can be obtained from the IB via the IB Answers service

## Conclusion

SKIS is committed to creating a respectful and supportive school environment. We take all concerns and complaints seriously and aim to resolve them fairly and thoughtfully. Our goal is to make sure students and families feel listened to and informed. This procedure helps us stay open, responsible, and always looking for ways to improve.

## References:

International Baccalaureate Organization. (2020). *Rules for IB World Schools* (Updated August 2024; effective October 1, 2024). International Baccalaureate Organization.

International Baccalaureate Organization. (2018). *The IB complaints procedure*

International Baccalaureate Organization. (2025). *Guide to programme evaluation* (Updated April 2025). International Baccalaureate Organization

International Baccalaureate Organization. (2024). *IB programme standards and practices* (published 2018; updated March 2019, April 2020, April 2022, November 2024). International Baccalaureate Organization

ThinkIB.net. *School leadership: Complaints procedure*. InThinking.

<https://thinkib.net/leadership/page/53672/complaints-procedure> (school-paid subscription)

## Appendix A

### IB Diploma Programme Formal Complaint Submission Form

#### Instructions:

Please fill out this form completely and submit it to the IBDP Coordinator

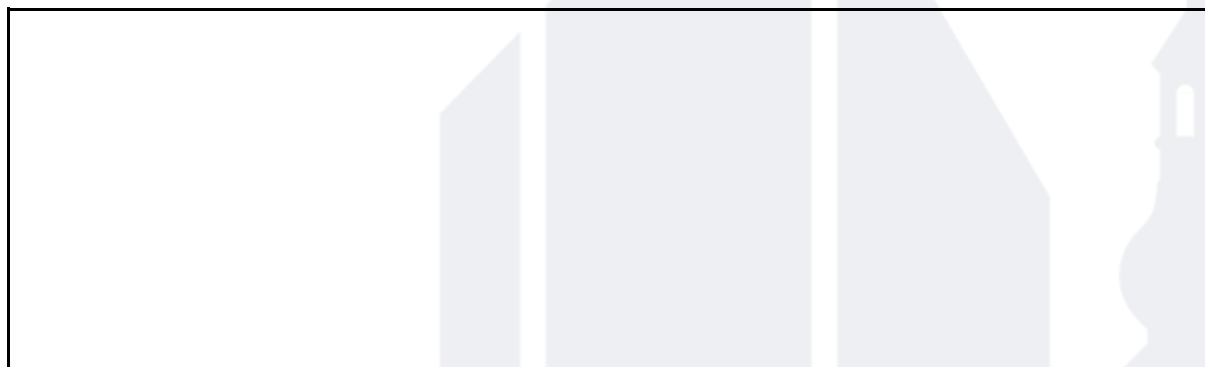
The IBDP Coordinator will acknowledge receipt of your complaint within three working days and provide an initial response within five working days. Ensure that all relevant information and documentation are included to facilitate a thorough investigation.

#### Personal Information

- Name of Complainant: \_\_\_\_\_
- Role (Student/Parent/Guardian): \_\_\_\_\_
- Student Name (if applicable): \_\_\_\_\_
- Contact Email: \_\_\_\_\_
- Contact Phone Number: \_\_\_\_\_

#### Complaint Details

1. Nature of the Complaint: (Please provide a brief summary of your complaint)



2. Department or Individual Related to the Complaint: (Specify the department or the name of the staff/faculty member involved)



3. Detailed Description of the Complaint: (Include all relevant details, dates, and any specific incidents related to your complaint)

4. Previous Attempts to Resolve the Matter: (Describe any prior steps taken to address the issue, including communications with staff or faculty)

**Supporting Documentation**

- List of Attached Documents: (Please attach any relevant documentation, emails,

or other evidence that supports your complaint. List the attached documents here.)

- I understand that the IBDP Coordinator will acknowledge receipt of this complaint within five working days.
- I understand that the IBDP Coordinator will provide an initial response within the next five working days.
- I understand that the IBDP Coordinator, along with the School Principal and/or Head of School if necessary, will investigate the matter.
- I understand that the IBDP Coordinator will aim to provide a response within fifteen business days of receiving this complaint. If more time is needed, I will be notified of the estimated timeline for a final response.
- I understand that the school reserves the right to cease correspondence if my complaint is deemed frivolous, vexatious, or abusive, or if the matter has been resolved within the framework of the formal complaint process.

**Signature:** \_\_\_\_\_

Name of Complainant: \_\_\_\_\_

Date: \_\_\_\_\_

## Appendix B Quick Reference Guide: Who to Contact for Complaints or Appeals

Issue	Contact	Notes
Internal assessment issues, teaching concerns, communication problems	SKIS DP Coordinator	Resolved through the school's internal complaints procedure
Disagreement with final IB grades, academic misconduct findings, or special consideration decisions	IB directly	Families may appeal directly to the IB after school review
School declines to support an IB review or appeal request	Request internal review via SKIS → then proceed to IB Stage Two Appeal	SKIS will provide documents/support, even if not endorsing the appeal