



MySchool

PYP parent or legal guardian and student complaint procedures

Edited November 2021



Content

1. MySchool Vision & Mission
2. The IBO Mission statement
3. Complaint Policy
4. Procedure
5. Student – Student complaint
6. Teacher – Student complaint
7. Parents grievance
8. References

1. MySchool Vision & Mission

Vision:

We go beyond the classic approaches of Education. We offer the most innovative and the latest International Curriculums. We are deep-rooted in our values. We develop critical thinkers and responsible citizens in a peaceful world.

Mission:

MySchool aims to develop a learner who believes in the hopes of the homeland, meets the aspirations of progress, and bears in mind the international changes; a learner who is deep-rooted in values, familiar with all the methods enabling to be an inquirer and a lifelong learner.


2. The IBO Mission Statement:

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. (IBO)

3. Complaint Policy




It is understood that from time to time there are differences between people and these reach an impasse where one feels offended or betrayed by the system. The overriding aim of all decisions taken at My School is to act in the best interest of both the school and the individual members of the school community. Mindful of inevitable conflicts that occur in the course of the management of a school, management and teachers are therefore guided by the principles of procedural fairness as outlined below. Our school has both a desire and a responsibility to ensure that high standards of conduct are maintained by staff and students at all times, and that grievances are managed and resolved fairly, efficiently and promptly.

In all cases of conflicts between individuals, whether staff members or students, parents and authorities of the school, the principles of procedural fairness are to be applied. They include:

- The right to know which specific allegations have been made
- The right to know the process by which the matter will be considered
- The right to respond to the allegations
- The right to know the procedures for seeking a review of a decision made in response to allegations
- The right to impartiality in an investigation and decision-making
- The right to a bias-free decision-making process

4. Procedure

Conflicts between Students and Students / Teachers /School Management



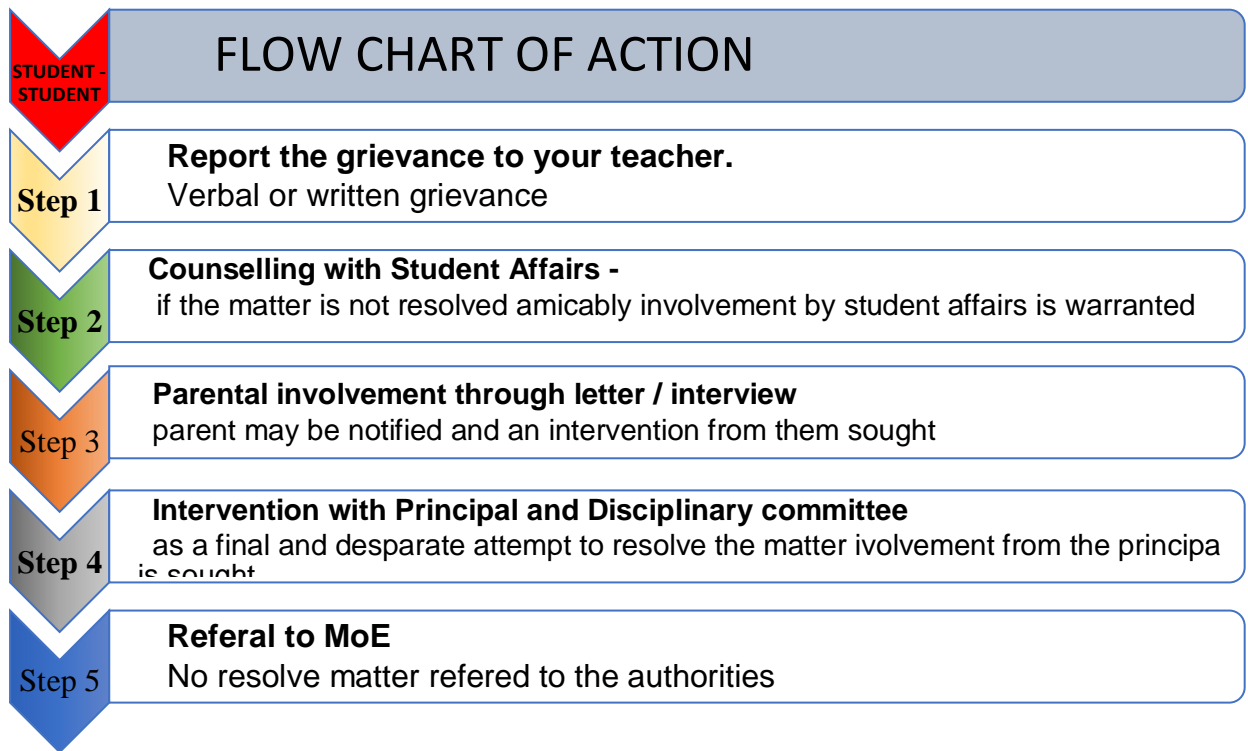
The general procedures with regards to procedural fairness will always include the following:

- allegations are to be substantiated in writing to the Principal
- the Principal is to inform the student of an alleged breach of the school's discipline code

The student is to be given the opportunity to make a statement pertaining to the alleged breach in order to safeguard maximum objectivity, the student must be given the opportunity to have an authority of his/her choice present during the interview with the Principal and or the management team.

In all matters there is a period of counselling and letters of warning in order to remedy the situation. Up to three letters will be issued and failing a resolution the matters will involve the parents and as a last resort the Ministry of Education.

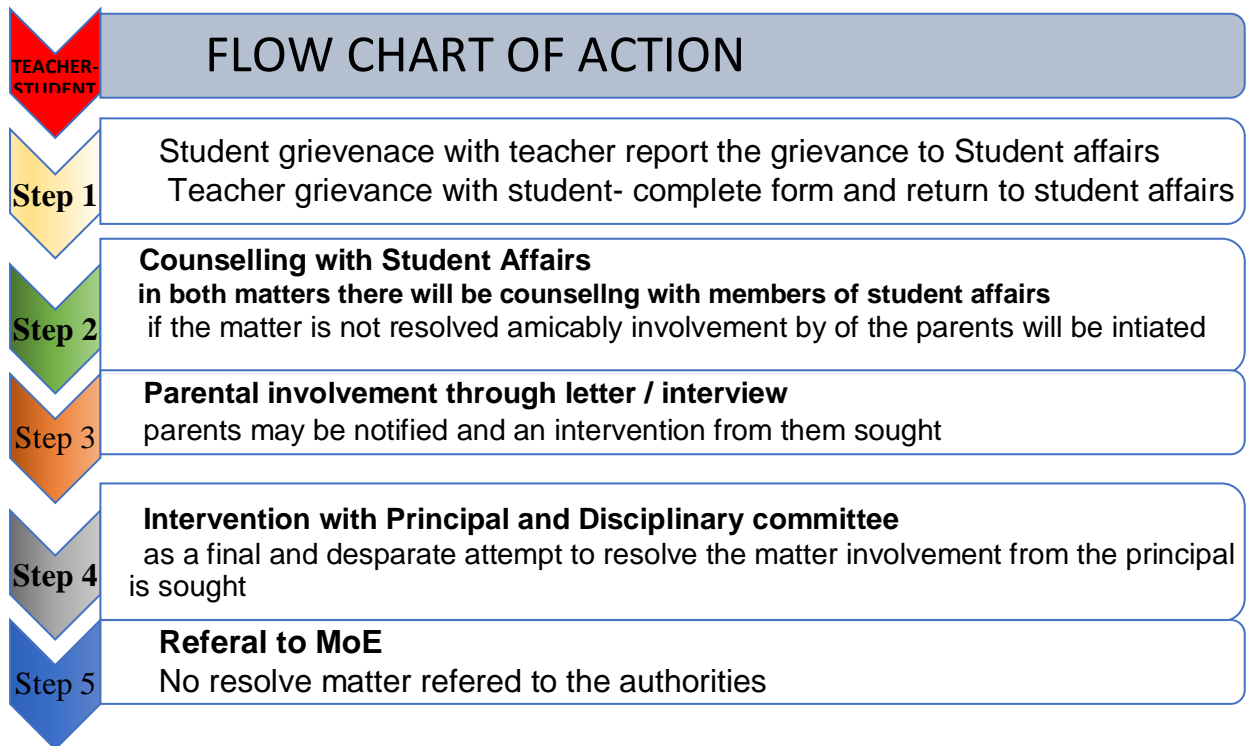
5. Student – Student complaint



In all matters, there must be a documented process that is clear and precise. In all matters these documents will be kept by the Student affairs for further reference should it be necessary.

No parents may directly interview another child without a representative of the child's parents and school representative present.


6. Teacher – Student complaint



In all matters, there must be a documented process that is clear and precise. In all matters these documents will be kept by the Student affairs for further reference should it be necessary.

No parents may directly approach a teacher regarding this matter. All parents must report to the Reception and take an appointment.

7. Parents complaint



Parents are encouraged to make contact with the school via email, phone call or a personal interview. Student affairs will investigate the matter and confirm the outcome with the parents. Students' affairs need to inform the programme coordinator in case the complaint is related to academic issues or student/teacher affairs. It is hoped that all matters will be resolved speedily.

All grievances/complaints are subject to the scrutiny of the MoE and follow their recommended policies.

8. References

- IBO (2019) Program Standards and Practices
- MySchool(2017) Behaviour , Discipline and Grievance Policy

