

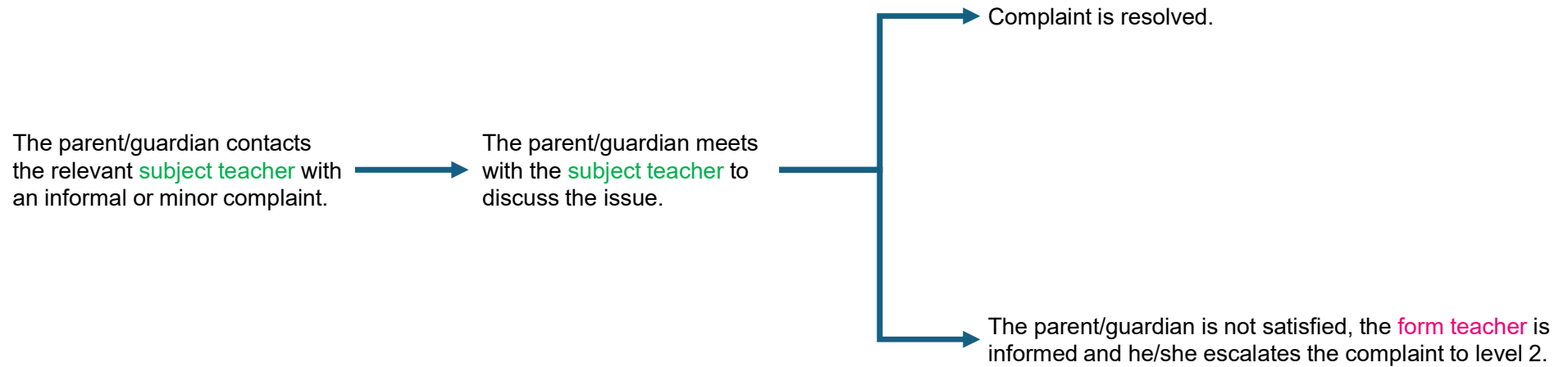
# Complaints procedure

Students and their parents are informed about the complaints procedure at the kick-off event (first week of DP1) and at the parents' information evening.

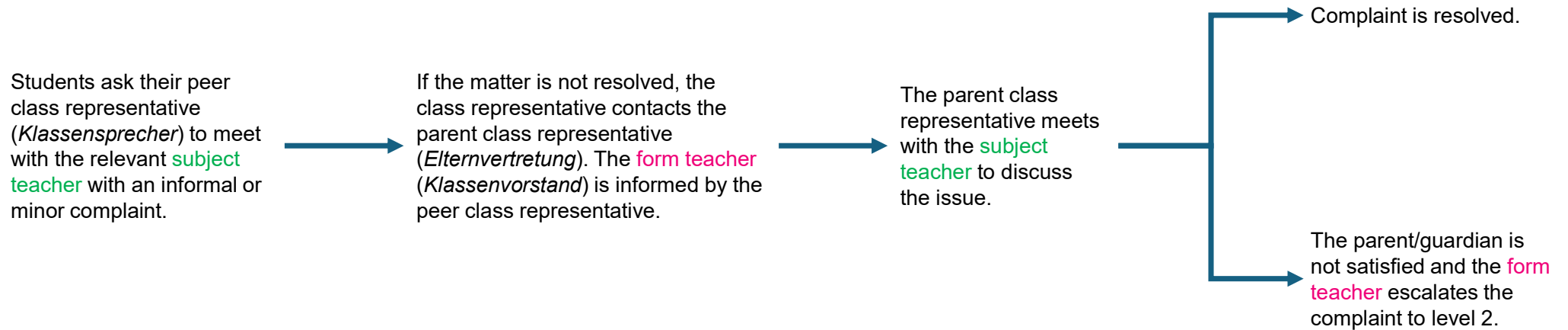
They are also informed that the information can be obtained on the school's website.

Further, the principal reminds parents of the complaints procedure in an email at the start of each school year.

## Individual academic concerns - [level 1: Informal or minor complaint](#)



## Group academic concerns - level 1: Informal or minor complaint



## Individual or group academic concerns – level 2: formal or major complaint

The **form teacher** contacts the **IB Coordinator/Bilingual Programme Coordinators** with a formal or major complaint.



An investigation may be necessary to follow up on the complaint.



The **IB Coordinator/Bilingual Programme Coordinators** meet with the parent/guardian to discuss the issue.



If unresolved, the **IB Coordinator/Bilingual Programme Coordinators**, parent/guardian and **subject teacher** meets with the **Head of School** to discuss the issue further. The **form teacher** may be present if necessary.



Complaint is resolved.

Parent/guardian is not satisfied and the complaint is escalated to the Bildungsdirektion.

## Individual social/personal concerns – level 1 informal or minor complaint

The parent/guardian contacts the **form teacher** with an informal or minor complaint. The Well-Being Officer is informed.



The parent/guardian meets with the **form teacher** to discuss the issue. The Well-Being Officer may attend this meeting.

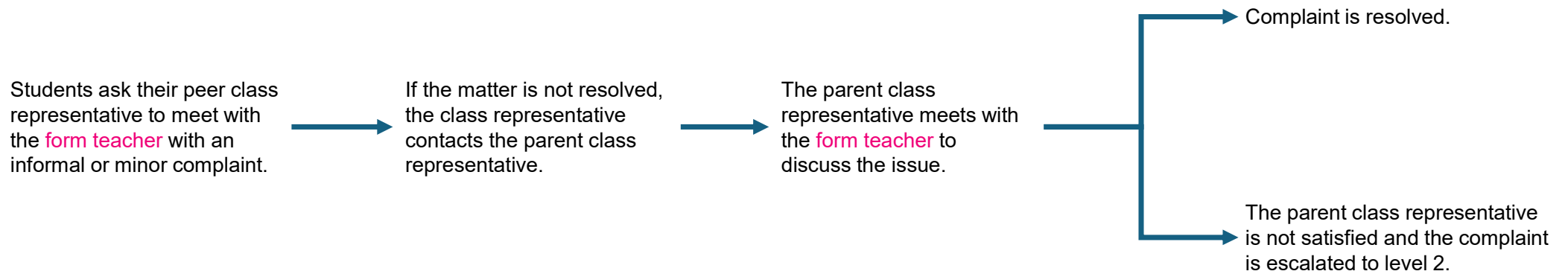


Complaint is resolved.

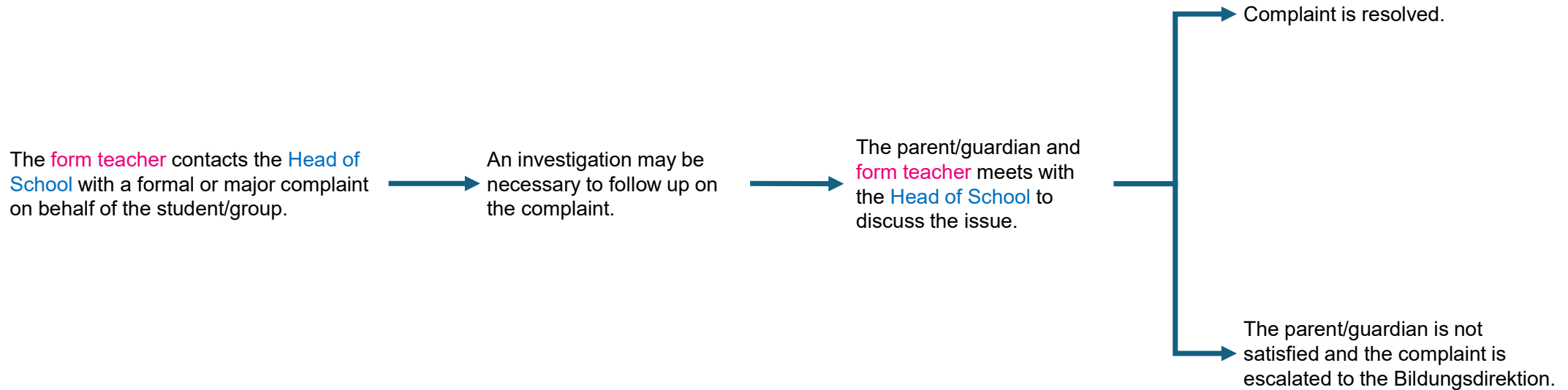
The parent/guardian is not satisfied and the complaint is escalated to level 2.

\*Students in 1. /2. Klasse might work with peer mediation students in the first instance.

## Group social concerns – level 1 : informal or minor complaint



## Individual or group social concerns – level 2: formal or major complaint



## Concerns about the Head of School – level 2: formal or major complaint

