

## **GRIEVANCE POLICY**

[ISB policies](#) are designed to provide all members of our learning community with a clear picture of the philosophy, values and learning practices of the school.

At ISB we believe in open communication between the school and all community members and we always welcome feedback. We commit ourselves to considering all concerns or complaints raised and to dealing with them fairly and as swiftly as possible, aiming always to reach resolution through kind dialogue and mutual understanding. Consequently, almost all issues can be solved very easily, informally, and quickly. However, if that is not possible, the complainant may wish to make a formal complaint and this policy outlines the process.

A complaint is an expression of dissatisfaction about a real or perceived problem. It may be made about the school as a whole, about a specific department, the IB programme decisions, an event, or an individual member of staff. The school will always try to receive complaints in an open and supportive way and to consider them a serious matter. Wherever possible, we aim to resolve complaints in a positive manner, to the satisfaction of all parties.

Please note that the complainant can bring an observer or translator to a meeting.

### **Appropriate channels of communication regarding your child's wellbeing and education:**

Any concern parents/caregivers might have regarding their child's education or well-being must be directed to the class/homeroom teacher first.

Any concern parents/caregivers might have regarding conflict their child might have with another student/member of the community must be directed to the class/homeroom teacher first.

### **Appropriate channels of communication regarding Staff at ISB:**

Any concern parents/caregivers might have regarding a teacher, administrative matters or about a member of administrative staff must be directed to the Head of School.

### **Appropriate channels of communication for students at ISB:**

Any request or concern a student has regarding the IB programme decisions must be directed to the PYP or MYP Coordinator. Any other concerns a student may have must be directed to their Homeroom Teachers, well-being coordinator or directly to Head of School.

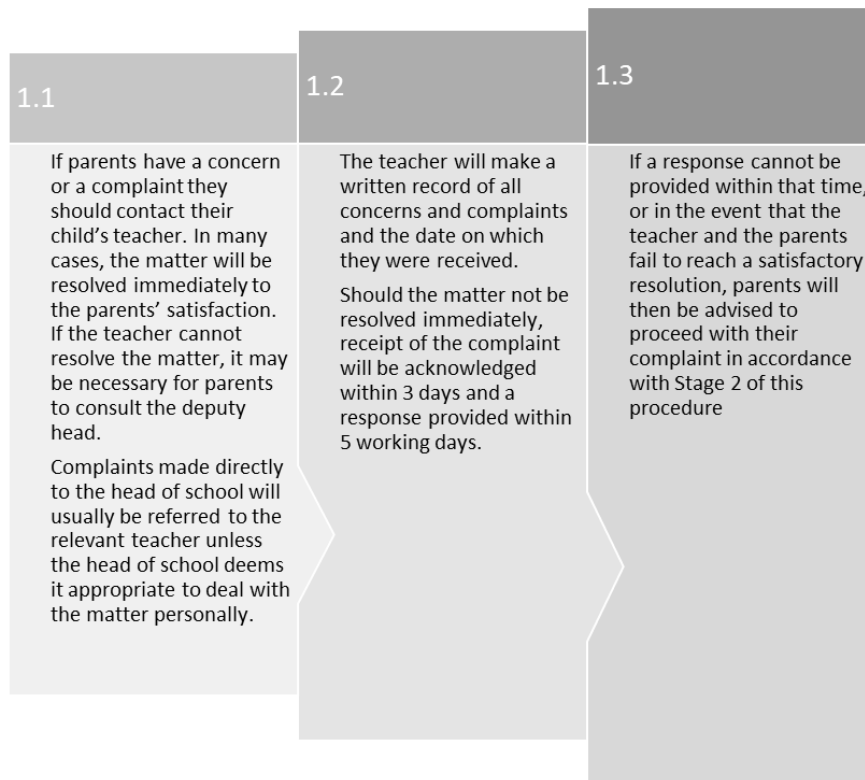
ISB handles disciplinary matters in a way that protects both an individual’s rights and those of the ISB community. ISB and the complainant must ensure that:

- The individual understands the regulations that apply to the matter at hand
- The individual understands the complaint against him/her
- The individual shall have the opportunity to respond to the complaint
- The individual understands that s/he can be represented if desired
- The individual shall have the opportunity to appeal a decision to a higher authority

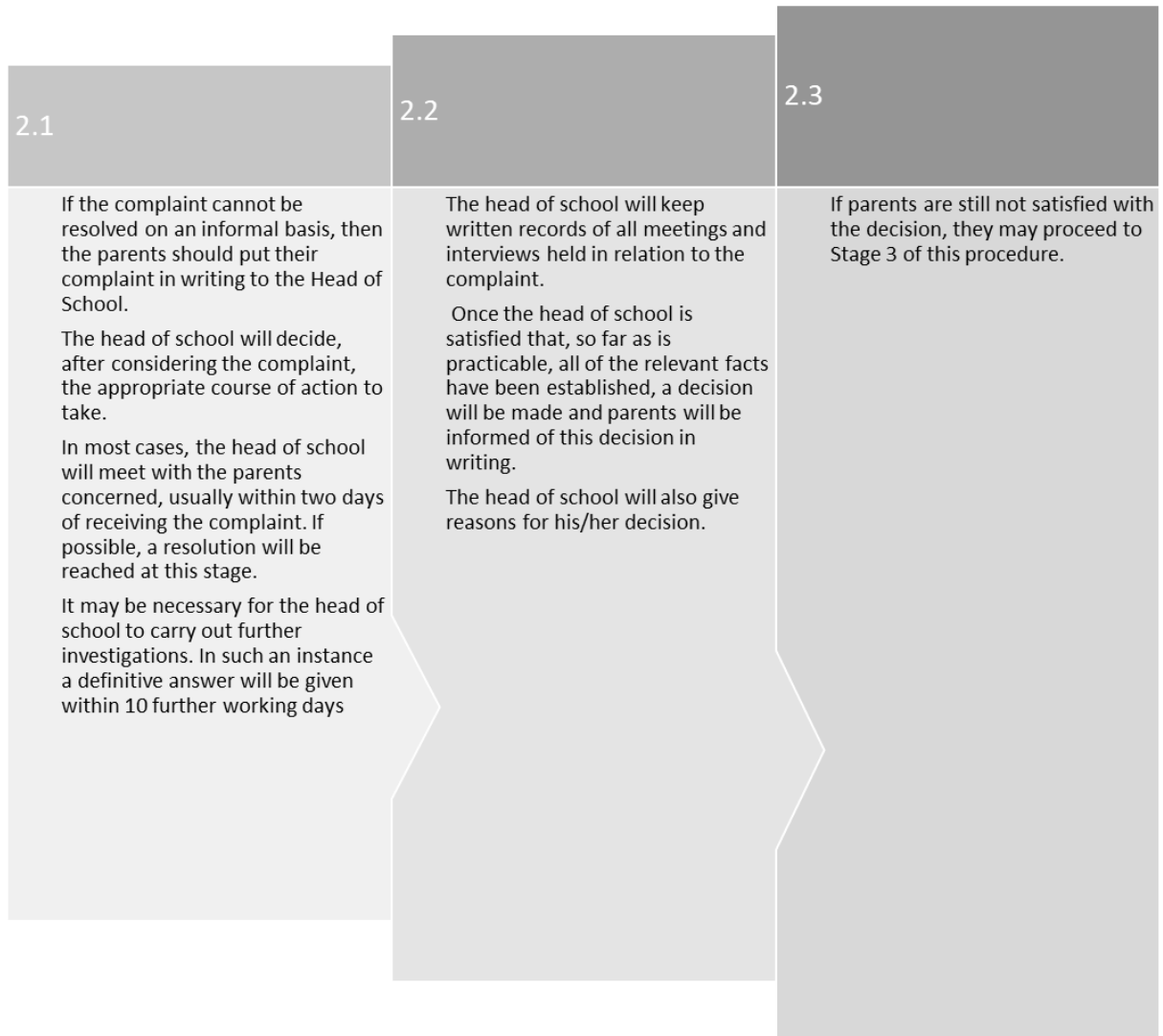
Complaints shall be judged strictly in the light of ISB policies, regulations and procedures, and with regard to due process. Every effort shall be made to settle the matter fairly while not compromising ISB’s principles and values.

Most complaints can and should be resolved at the level at which they arise: between the parent and the teacher or other school employee, if necessary with the help from leadership. In all cases, complaints must follow these three stages:

**STAGE 1 – INFORMAL RESOLUTION**



## STAGE 2 – FORMAL RESOLUTION

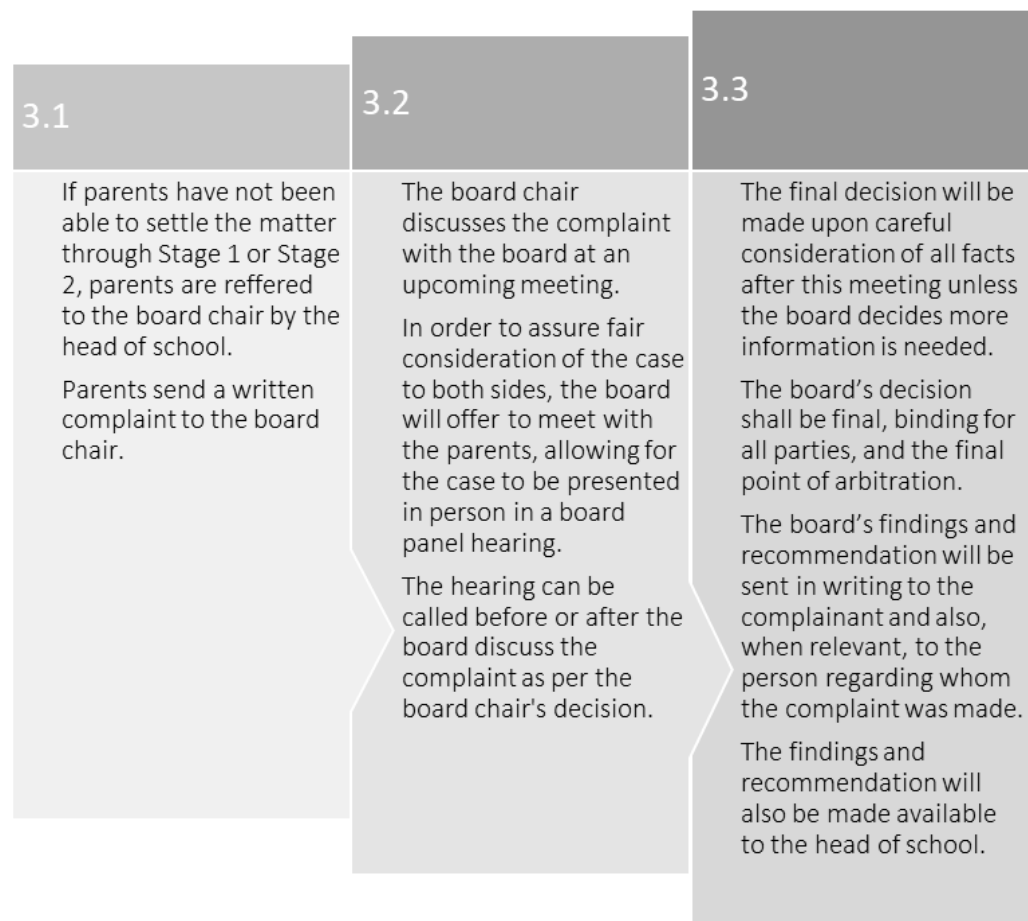


### STAGE 3 – FORMAL COMPLAINT TO THE BOARD

If parents seek to invoke Stage 3 (as a last resort following a failure to reach an earlier resolution), they will be referred to the Chair of the Board by the Head of School.

Complaint will be considered by the board:

- Only in an official meeting;
- Only when all avenues through the teachers, administration and the head of school have not been able to settle the matter;
- Only when the complaint is written and signed by the complainant.



Should parents be unsatisfied with the final Board decision, P1-M5 parents can contact [the Danish Ministry of Education](#). K1-K2 parents can contact [Billund Municipality](#). If not able to solve the complaint to parents' satisfaction, parents will be referred to another kindergarten/school.

**Recording complaints:**

- The school will keep a written record of all formal complaints, and the action taken by the school as a result of these complaints.
- The school will ensure that all correspondence, statements and records relating to individual complaints will be kept confidential.
- A record of complaints is kept for three years.
- The complaint and penalty shall be permanently removed from the personnel record if the complaint is found to be unfounded.

End.