



# Grievance policy

**International School of Billund**

*ISB School Board. Latest review: February 2025*

*Next review planned for: Spring 2027*

[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

### 1.1

If parents have a concern or a complaint they should contact their child's teacher. In many cases, the matter will be resolved immediately to the parents' satisfaction. If the teacher cannot resolve the matter, it may be necessary for parents to consult the department head.

Complaints made directly to the Head of School will usually be referred to the relevant teacher and Head of Department unless the Head of School deems it appropriate to deal with the matter personally.

### 2.1

The teacher will make a written record of all concerns and complaints and the date on which they were received.

Should the matter not be resolved immediately, receipt of the complaint will be acknowledged within 3 days and a response provided within 5 working days.

### 3.1

If a response cannot be provided within that time, or in the event that the teacher and the parents fail to reach a satisfactory resolution, parents will meet with Head of Department. If the matter is still not resolved, parents will then be advised to proceed with their complaint in accordance with Stage 2 of this procedure.

## Stage 2 – Formal Resolution

### 1.2

If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Head of School.

The Head of School will decide, after considering the complaint, the appropriate course of action to take.

In most cases, the Head of School will meet with the parents concerned, usually within two days of receiving the complaint. If possible, a resolution will be reached at this stage.

It may be necessary for the Head of School to carry out further investigations. In such an instance a definitive answer will be given within 10 further working days.

### 2.2

The Head of school will keep written records of all meetings and interviews held in relation to the complaint.

Once the Head of School is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing.

**The Head of School will also give reasons for his/her decision.**

### 3.2

If parents are still not satisfied with the decision, they may proceed to Stage 3 of this procedure.

## 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.

### 1.3

If parents have not been able to settle the matter through Stage 1 or Stage 2, parents are referred to the Chair of the Board by the Head of School.

Parents send a written complaint to the Chair of the Board.

### 2.3

The Chair of the Board discusses the complaint with the board at an upcoming meeting.

In order to assure fair consideration of the case to both sides, the board will offer to meet with the parents, allowing for the case to be presented in person in a board panel hearing.

The hearing can be called before or after the board discusses the complaint as per the Chair of the board's decision.

### 3.3

The final decision will be made upon careful consideration of all facts after this meeting unless the board decides more information is needed.

The board's decision shall be final, binding for all parties, and the final point of arbitration.

The board's findings and recommendation will be sent in writing to the complainant and also, when relevant, to the person regarding whom the complaint was made.

The findings and recommendation will also be made available to the Head of School.

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.**