

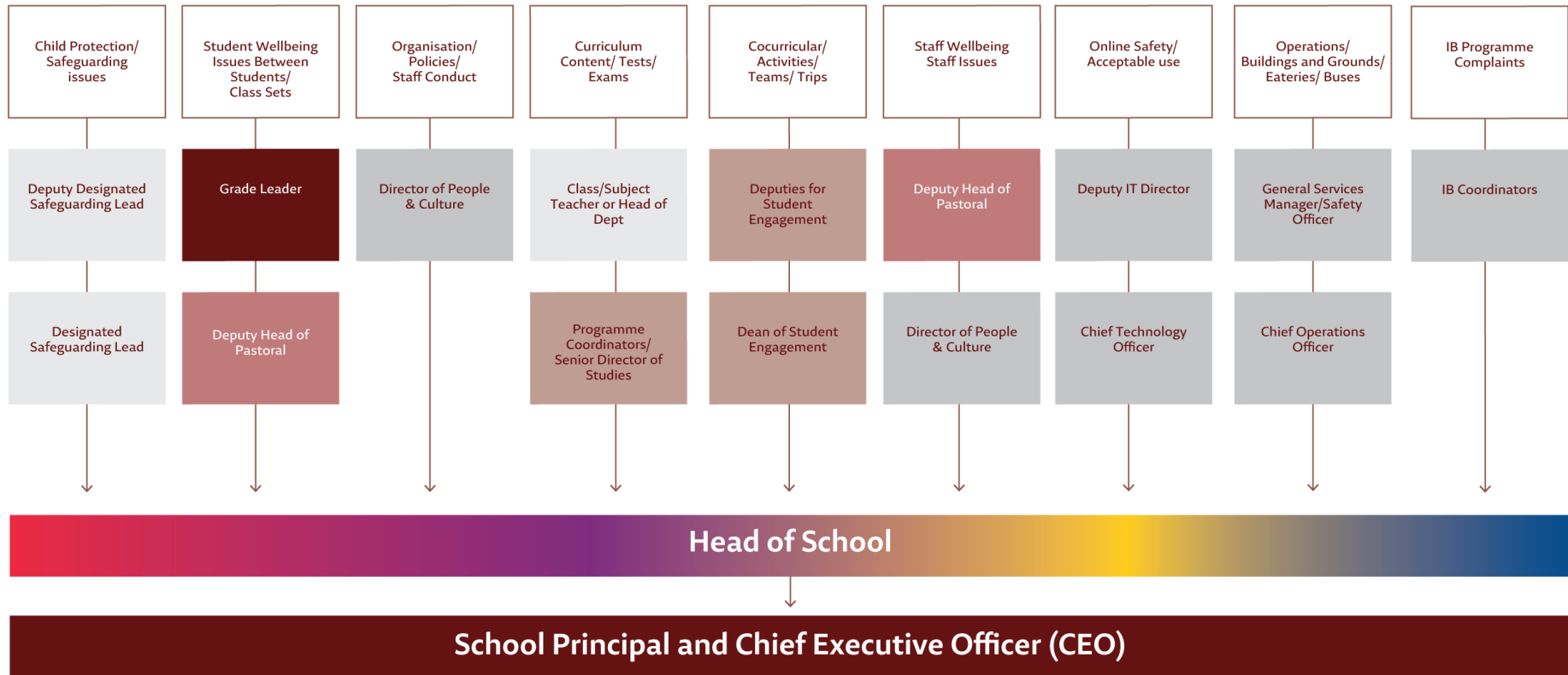


Amman Bacculaureate School Communication and Complaints Policy

Amman Bacculaureate School is committed to open, positive, and productive communication between all stakeholders, valuing their views in order to improve the overall school experience for all.

The guiding principles behind the school's Communication and Complaints Policy are:

- To recognise a person's right to make a complaint and the responsibility of the school to provide a framework within which efforts can be made to resolve them.
- To ensure that all complaints/communications are dealt with promptly, effectively, objectively, and professionally.
- To respond, wherever possible, to concerns and queries in an informal manner and resolve them quickly, sensitively, and to the satisfaction of the complainant.
- To provide various avenues for communication. Communications can be received by telephone, in person, by email, and through the compliments and complaints portal on the school website.
- To provide an effective complaint-handling system that articulates a clear process for resolving complaints, treats people fairly, is timely and provides those people involved in a complaint with a fair opportunity to respond to issues and to present their views. The referral guidelines below indicate, in detail, the referral process.
- To ensure that contact with all complainants and referral routes for complaints are made within two working days.



Communication with Parents and the Community

- Good communication is based on mutual respect. Teachers, students, parents, and administrative staff must take great care in all communication regarding school matters, both formal and informal. Flippant comments should be avoided as they can be misinterpreted. Telephone calls are acceptable; however, WhatsApp messages are not an official means of communication at ABS.
- As a general rule, staff should avoid engaging in discussions about school issues outside of school. This may well be in breach of confidentiality.
- The Heads of Schools should approve all letters and formal communication with parents before being sent home.
- Great care should be taken when responding to emails. Teachers should ensure they are following school policy and guidance at all times in accordance with the *ABS Email Protocol*.
- Any formal response to a complaint by a stakeholder will require the Head of School and relevant Deputy to be copied in.

Resolving Complaints

Most complaints are best dealt with informally.

At each stage in the procedure, efforts must be made to keep in mind ways in which a complaint can be resolved. It might be sufficient to acknowledge that the complaint is valid in whole or in part. In addition, it may be appropriate to offer one or more of the following:

- an apology;
- an explanation;
- an admission that the situation could have been handled differently or better;
- an assurance that the event complained of will not recur;
- an explanation of the steps that have been taken to ensure that it will not happen again and/or;
- an undertaking to review school policies in light of the complaint if applicable

It may also be the case, however, that the complaint may not have any substance and is therefore considered to be unfounded or unsubstantiated.

Timescale

- Contact will be made with all complainants upon receiving a complaint through a telephone call or an email within two working days.
- The school will provide a full response to a complaint, after a full investigation, within five working days.
- Where this proves unrealistic, the school Principal, or designate, will inform the complainant and give an indication of how long it will take to provide a detailed response. Complaints regarding school organisation, school policies, and staff conduct may follow a more formal route.
- If the informal steps do not lead to a satisfactory outcome, formal procedures may be followed:

1. Formal Complaints

- Formal complaints must be in writing and must be referred, in the first instance, to the Head of School (Primary/ Middle School/ IB College) or Director of People & Culture (depending on the issue).
- If the parent has any supporting evidence or emails, this can be attached to the original complaint.
- The Head of School will start the investigation and complaint procedures and get back to the parent within five working days.
- A complaints log will be created internally and updated regularly by the Head of School or designate.
- The complaints log will be reviewed on a regular basis by the Principal to see if changes in procedures need to be made.

2. Procedure in Operation

- Formal complaints can be submitted to Heads of School or the Director of People & Culture.
- The complaint log shall be updated on the same day of receiving the complaint by the respective Head of School.
- The Head of School will acknowledge receiving the complaint from the parent within two working days and inform them that the processing time will be five school days.
- Heads of School shall inform the Director of People & Culture and Principal about the complaint on the same day as receiving the complaint.
- If the Head of School feels that the time frame is not sufficient, a holding email will be sent to the parent, as appropriate.
- The Head of School and Director of People & Culture shall interview staff members, where appropriate, to discuss the complaint.
- The Head of School will produce a written response to the parent within 5 days of the meeting; however, they may wish to meet with the parent to discuss/resolve the matter before confirming the outcome in writing.

- Interview records, responses to complainants, the decision made, and any action taken should be forwarded to the Director of People & Culture and placed in the employee's file.
- If the Head of School cannot investigate the complaint objectively, or the complainant is dissatisfied with the Head of School's response, the Principal must be informed.
- Complainants who remain dissatisfied following the investigations of the complaint by the Head of School will be given the opportunity to put their complaint to the Director of People & Culture and the Principal.
- The ABS Disciplinary Policy will be followed, based on the outcome of the formal procedures.

3. Investigating Complaints

The Director of People & Culture should follow the process below:

- Review the complaint log on a regular basis.
- Attend any meetings with the staff, as appropriate.
- Keep a copy of all the records and investigations.
- Follow the disciplinary procedures and ABS code of conduct, as appropriate.
- A complaint form will be completed by Heads of School after the investigation has been completed. This form will be forwarded to the Director of People & Culture to be placed in the Complaints File / Staff or Student File, along with any supporting documents.

Developed and Implemented August 2024, to be reviewed annually or when necessary.

Complaint Form

Date of Complaint:		Time:	
Reported by:		Incident Date:	

Student Name:	
Grade Level:	

Details of Complaint:

Action Taken:

**Head of School
Signature**

**Director of People & Culture
Signature**

**Principal
Signature**

Appendix 1: Complaints Procedure on Academic/IB Programme Decisions

As an IB continuum school, Amman Baccalaureate School (ABS) regularly updates students and parents about each of the IB programmes offered at the school.

We understand however, that there are occasions when people would like to raise their concerns formally. In this case, ABS will attempt to resolve the issue internally, through the stages outlined within this Communication and Complaints Policy. ABS takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

This document outlines procedures arising specifically in relation to complaints and students' requests for appeals against IB programme decisions taken by the school. These procedures do not apply to matters where there are legislated requirements or existing policies and processes of appeal already in place.

Concerns vs Complaints

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, by contacting the Head of Primary /Middle School or IB College without the need to use the formal stages of the complaints procedure outlined below.

- A concern may be defined as *'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'*.
- A formal complaint may be defined as *'an expression of dissatisfaction about actions taken or a lack of action'*.
- An appeal may be defined as *'a request for the review of a decision or action taken'*.

Procedure to address Concerns

Anyone with a concern is encouraged to discuss the matter with the person involved as soon as possible to prevent issues escalating.

- A concern related to subject teaching such as IB content or assessment should firstly be discussed with the class teacher.
- A concern with course placement or assignment should be discussed with the relevant IB Coordinator.

Academic Complaints Procedure

- A concern with courses or subjects offered by the school, scheduling, or hours of teaching should be discussed with the Middle or IB College Head of School.
- A concern related to any one of the overall IB programmes should be discussed with the relevant Programme Coordinator.

If the matter is not resolved in a manner that fully addresses your concern, you may wish to take the matter further by following the procedures for making a formal complaint.

Procedure for a Formal Complaint

In some cases, such as when your concern cannot be resolved, you may wish to make a formal complaint. The following procedure must be followed.

- Write down your complaint related to the IB programme decision made by the school, giving details of the issue, including details of efforts that have been made to resolve the matter. Include your name and contact phone number.
- Address your written complaint to the relevant Head of School. Ask for assistance at the school office if you are unsure how to go about delivering your complaint.
- Complaints will be acknowledged immediately upon receipt or, if that is not possible, within two working days, giving assurance to the complainant that the issue will be investigated.
- When a formal written complaint is received, the Head of School will discuss the matter with you before deciding what further action should be taken. This meeting will be documented.
- Your complaint will generally be treated in confidence and investigated. However, in the interests of resolving the complaint, other personnel such as Programme Coordinators or Heads of Department may be involved.
- The Principal will decide what steps will be taken as a result of the investigation, including communicating with the IB for further clarification, if appropriate, and will ensure that a record of the process is kept.
- You will be informed of the outcome of the investigation after sufficient time has elapsed for investigations to take place.

External Assessment Appeal Procedures

For appeals on formal external examination results 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' (EUR) procedures have been completed.

- 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.
- appeals relating to inclusive assessment arrangements.
- an administrative decision not covered by one or more of the foregoing circumstances that affects the results of one or more candidates.

Appeals Process

The appeals process is divided into two stages. Each stage requires the payment of a fee by the candidate or their legal guardian(s). The fee applicable to the relevant stage of appeal will be refunded in the event that the appeal at that stage is upheld (i.e. the appeal is successful).

- A stage one appeal can only be requested by the Programme Coordinator from the school at which the candidate, known as the appellant during the appeals process, was registered for the examination session.
- A stage two appeal can be requested directly by a candidate or their legal guardian(s) in addition to the Programme Coordinator if the outcome of a stage one appeal is not satisfactory. A request for appeal at either stage must be submitted with a completed appeal request form that can be obtained from the IB Organization via the IB Answers service.

Rights and responsibilities

Parents and Students lodging a concern or complaint with Amman Bacculaureate School 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 Amman Bacculaureate School requests that parents making a complaint will:

- treat all parties with respect, 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.