



TASOK Parent/Guardian and Student Complaints Procedures

At TASOK we BELIEVE in... *Excellence, Integrity, and Inclusivity*

Our Mission for Excellence: The American School of Kinshasa provides dynamic and individualized educational challenges and opportunities that promote diversity and empower each of its students to develop into independent global community leaders.

TASOK Procedures

TASOK procedures for dealing with student, parents, or guardian complaints against a school decision. These may also be associated with IB programme related decisions taken by the school, as well as complaints related to other school or teachers' decisions.

Introduction

Parents/ Guardians/Students intending to lodge a formal complaint or appeal should do so as soon as possible but no later than 5 days from the date of the event that gave rise to the complaint. Parents/ Guardians/Students may withdraw a complaint at any stage by giving written notice to the Complaints Officer. The committee will ensure that complaints and appeals are resolved in an objective, equitable and timely manner. TASOK procedures will be communicated through the TASOK website.

Scope

- All complaints will be fully considered, in a fair and sensitive manner and only discussed within the committee and those relevant to the case.
- Communication and informal resolutions should be relied on in the first instance
- Parents/ Guardians/Students who lodge a complaint against a school decision will not be subjected to unfair or negative treatment.
- The Complaints Committee will ensure that decisions are made without bias and consideration will be given of the facts and views presented by relevant parties.
- Decisions will be made with regard to confidentiality and privacy.
- The outcomes and decisions made by the complaints committee will be final.

Definitions

Complaint: An expression of dissatisfaction when a situation is unsatisfactory or unacceptable.

Extenuating Circumstances: An unexpected event that cannot be prevented, or overcome that affects a student's completion of work/assignments, grades, or achieve the standards typically attained by the student. These could include:

- medical or psychological conditions or events
- loss or bereavement
- family trauma.



Complaints Committee: The committee considering the complaint, (the Director, Principal, the Counselor, appropriate Coordinator and a teacher acting as a neutral party).

Complaints Officer: The appropriate Programme Coordinator is assigned the task of accepting the complaint, or appeal.

Informal Complaint: Dissatisfaction with some aspect of Students/Parents/Guardians experience with the school. This is considered informal when the dissatisfaction is directed with the person involved.

Formal Complaint: A formal complaint is made in writing and presented to the Complaints and Appeals Officer.

Complaints Procedures

Complaints and Appeals directed to the IB

“Anyone who has directly accessed the IB’s services, and has concerns about those services, can make a complaint to the IB which, in most cases, will result in a formal response. To maximize the chances of a quick resolution, we ask that you submit your complaint within a period of 3 months following the incident. The IB is committed to handle it sensitively and efficiently in line with the principles of our procedure as listed above. Complaints should be submitted in writing to the email address complaints@ibo.org3.” *The IB Complaints and Procedure Booklet*

Complaints and Appeals Directed to TASOK

Stage1. Informal Procedures

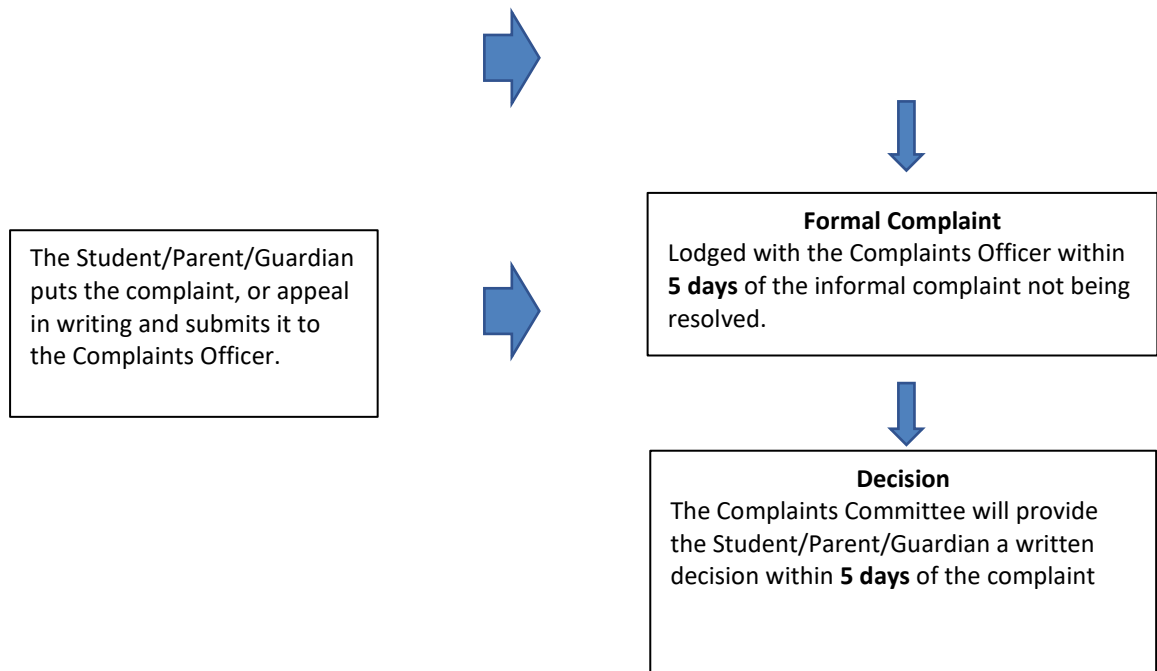
A student who is dissatisfied with a decision or event should in the first instance, discuss the matter with the person, or persons involved. This should be done within **5 days** of the decision or event taking place. This provides an opportunity for differences, misunderstandings and inconsistencies to be resolved.

Stage 2. Formal Procedures

If the matter is not resolved informally Parents/ Guardians/Students wishing to make a formal complaint must do so in writing outlining the decision/s that are being appealed, why the decision was unfair, why any conditions contained within the decision were inappropriate. Evidence may also be required to support the case.

This must be done within **5 days** of the informal procedure being concluded. The formal complaint is to be submitted to the Complaints and Appeals Officer. The Complaints and Appeals Officer will acknowledge the receipt of the formal appeal, and will investigate within **5 days** of the complaint.

The outcome of the appeal will be confirmed in writing by the The Complaints and Appeals Officer to the Parent/ Guardian/Student. The letter will state if the complaint or appeal has been *upheld, rejected or partially upheld*.



Publications that informed this policy
IB Complaints and Procedures
Internal Appeals Policy AD1544
Monash College procedures for appeals