



STUDENTS' RIGHTS AND PRIVILEGES

At Audentes International School, we are proud of our friendly and open atmosphere and our tolerance and respect of each other's differing views. If the Student has any questions or complaints, we would like to hear about them as soon as possible so they can be resolved to the satisfaction of individuals and the community. We prefer if complaints can be dealt with in an informal and friendly manner by the individuals involved. If this is not possible, then the procedure detailed below should be used.

Audentes International School as all the IB World Schools, is entirely independent from the IB and are solely responsible for the implementation and quality of teaching of the programmes. The IB has no jurisdiction over decisions made by the IB World Schools, as set forth in the General Regulations.

The Audentes International Schools has to resolve complaints by students, their legal guardians or teachers by following the internal complaints procedures set out by School Board.

Audentes International School, as all of the IB Schools and IB organisation in whole are committed to providing an excellent quality of service. We value different views and feedback we receive and aim to make continuous improvements to this mission.

Audentes International School implements, communicates and regularly reviews consistent and fair systems and processes for reporting student progress and handling appeals or challenges.

PRINCIPLES OF THE PROCEDURE

The following principles are applied throughout the complaints process and provide a framework for communication between students, parents, and schools' staff to ensure the complaints process is effective and that details of these procedures are made widely available and accessible to all students, and operate in accordance with such procedures.

The school informs parents or legal guardians about the school's procedures for addressing complaints and students' requests for appeals of IB programme decisions taken by the school.

The school ensures that students and legal guardians are informed of the general characteristics of relevant programme(s) and how the school implements them.

We aim to have a fair complaints procedure that ensures everyone is treated equally. Both Student and parent can relay that all the communication in relation to this procedure is based on mutual respect, trust, and courtesy. At Audentes International School, the leadership team ensure that all complaints are dealt with in a timely manner. Everybody has an opportunity to put forward the complaint, and you can be assured that we are listening.

The School recognises the rights of individuals and promotes self-expression and freedom of thought and will. At the same time, school rules place some limitations on the rights of an individual to protect the rights of others.

Students and legal guardians may take complaints, problems, or concerns to any member of staff.

All the contacts are to be found at our website www.internationalschool.ee

STUDENTS' AND LEGAL GUARDIANS DUE PROCESS RIGHTS

Students and legal guardians must be told what conduct is appropriate and what is unacceptable. Therefore, the rules and regulations set by the Administration and School Board to govern student conduct shall be distributed to the students in the form of a Handbook and as an Annex 1 of yearly Contract.

The School informs both students and parents/legal guardians about the process how to appeal or raise a concern and how the school has to deal with complaints in the form of a Handbook.

Rules, rights and regulations are discussed with students during the first week of the School in gatherings or homeroom classes and revisited during the year as applicable.

THE PRACTICE

Informal Resolution

We aim to answer any queries before they become complaints. We prefer if concerns can be dealt with in an informal and friendly manner by the individuals involved. If a student has a complaint or grievance about any aspect of the School (grading, environment, behavior etc), they must first, raise that concern with the homeroom teacher or academic advisor or send an e-mail to ib@audentes.ee

If a student or parent has a complaint about a member of staff, they should act immediately and either

- should speak directly to the person responsible, if appropriate; or
- write to the person responsible, outlining the nature of the complaint; or
- ask a friend to speak to the person responsible on your behalf

In most cases, the matter will be resolved straight away by this means.

If the students, parents/legal guardians complaint is not resolved, then they should

- contact the academic advisor and ask for advice on what to do or ask them to speak to the person responsible on your behalf; or
- if the complaint is about the academic advisor, then contact the headteacher or principal; or

- if the complaint is about the principal or IB coordinator, then contact the Head of Audentes Foundation; or if the complaint is about implementation of IB programmes, then contact the IB coordinator; or
- if the complaint is related to the program then contact the IB Answers service (ibanswers.ibo.org) is a dedicated hotline to answer your queries about the program, exams, procedures, rules, regulations etc.

The member of staff to whom the complaint is referred will investigate it and respond within five working days. Should the matter not be resolved within 5 working days or if a satisfactory resolution is not reached, then you are advised to proceed with the complaint to the next stage of this procedure. In other words, if the homeroom teacher or academic advisor or other person you addressed does not deal with the matter within five working days, the matter should be referred to the Principal/IB Coordinator or to the Head of Audentes Schools Foundation.

Formal Resolution

If your concern/complaint is not resolved, it may be necessary to make a formal complaint in writing. You should address your complaint to a principal, School Board or to the head of Audentes Schools Foundation in writings.

The complaint will be investigated, dealt with, and a response made, including a written report, within ten working days.

If no redress is received from the principal within a ten-day period, the aggrieved Student may appeal to the School Board in writing.

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 maximise the chances of a quick resolution, IB asks you to 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.org.

IMPLEMENTING

All teachers and staff members are involved in the implementation of the policy. The policy will be referred to during staff meetings and as if necessary throughout the academic year. The policy will be shared with students, staff and parents/legal guardians. The policy will be made available to parents/legal guardian through the programmes handbook and in a future update of the website.