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ILS School-wide Disputes Procedure

“Regulation on the Commission for Settlement of Disputes between Participants of Educational Relations in International School of Linguistics”, 2021 addresses all local legal requirements regarding disputes within the school. Policies specific to the IB Program are covered in this addendum.

Disputes Procedures

These procedures outline how the school will deal with complaints towards the school or IB Programme(s), as well as deal with students’ requests for appeals against IB Programme decisions taken by the school.

These procedures will be published on the school website to ensure they are easily accessible by the school community. These procedures are effective immediately from November 2022. They will be reviewed according to the local accreditation timeline, when the over-reaching school policy is amended, or sooner, if necessary.

The School’s Complaints Procedure has three stages:

Stage 1 – Informal resolution

Stage 2 – Formal resolution

Stage 3 – Reference to “The Commission for Settlement of Disputes between Participants of Educational Relations”

What Represents a Complaint?

A complaint is any matter about which a parent of a pupil is dissatisfied and seeks action by the school. A complaint may be made about the school as a whole, about a specific department, or about an individual member of staff. A complaint is likely to arise if a parent believes that the school has done something wrong, failed to do something that it should have done or has acted unfairly.

All concerns and complaints will be treated seriously and confidentially.

Stage 1 – Informal Resolution

- It is hoped that most complaints and concerns will be resolved quickly and informally. Students are expected first to raise issues with their subject or homeroom teacher, most issues may be resolved at this stage.
- If parents have a complaint, they should contact their son/daughter’s subject teacher or homeroom teacher, as appropriate, who will respond within two working days in term time. In many cases, the matter will be resolved immediately by this means to the parents’ satisfaction. If

the subject or homeroom teacher cannot resolve the matter alone, it may be necessary for the subject/homeroom teacher to consult the IB Coordinator.

- A Complaint made directly to the IB Coordinator will be dealt with by the IB Coordinator in consultation with appropriate staff.
- In cases where students or parents complain or register their concerns directly to the Principal, the Principal will acknowledge the complaint within 24 hours, and agree with the complainant a timeframe for investigation. The intention is to resolve all concerns and complaints informally, and as quickly as possible.
- A written record will be kept of all concerns and complaints and the date on which they were received.
- Complaints received during the school holidays will be dealt with in a timely manner. However, this will depend upon the nature of the complaint and the availability of staff at the time the complaint is received. In cases where the appropriate staff member is unavailable, the complaint will be addressed to a suitable representative, however, it may not be possible to make a full investigation until the end of the holiday.

Stage 2 - Formal Resolution

- If the complaint cannot be resolved informally, then parents should put their complaint in writing to the IB Coordinator, who will acknowledge the complaint within 48 hours during term time. The IB Coordinator, in conjunction with the Principal, will decide the appropriate course of action.
- In most cases, arrangements will be made to meet parents within five working days of receiving the written complaint. If possible, a resolution will be reached at this stage.
- It may be necessary for the Principal to instruct further investigations to be carried out.
- The Principal will keep records of all meetings and interviews held in relation to the complaint.
- Once the Principal 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 within five working days of meeting the parents or those making the complaint. The Head will give reasons for the decision.

If parents are not satisfied with the Principal's decision they should proceed to Stage 3 of this Procedure.

Stage 3 - Commission

This request will usually only be considered if Stages 1 and 2 have been completed.

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the "Commission for Settlement of Disputes between Participants of Educational Relations", according to the policies outlined in "Regulation on the Commission for Settlement

of Disputes between Participants of Educational Relations in International School of Linguistics”.

Although most complaints regarding the IB program at ILS should go through the IB coordinator and fall within the remit of our school, there is a process for complaints to the IB itself. In these cases, the IB Coordinator should be contacted.

The ILS school-wide Disputes Procedure “*Regulation on the Commission for Settlement of Disputes between Participants of Educational Relations in International School of Linguistics*” was last ratified

9 September, 2021.

This IB Disputes Procedure was last reviewed and updated November, 2022.

