

IB Disputes Resolution Policy

INTRODUCTION

Christian Alliance International School values feedback from all stakeholders. This document provides a clear procedure for legal guardians and students who have concerns or complaints involving grades, course offerings, accommodations, assessments, or any other matter specific to the IB Programme at CAIS. This document may be found on the CAIS website along with all other IB Programme Policies.

We find that when parents, legal guardians and students follow these procedures, matters are dealt with promptly and resolved with mutual understanding.

Following Biblical principles, we believe that the first person to approach regarding a matter of concern is the person closest to the problem, and that an open mind and willingness to listen to different points of view are key to understanding and resolution.

(Matt 18:15, James 1:19, 1 Peter 4:8)

1. INFORMAL COMPLAINTS

- 1.1 **Initial Discussion:** Guardians and students are encouraged to discuss their concerns directly with the relevant teacher or staff member. This can often resolve issues quickly and amicably.
- 1.2 **Documentation:** While informal, parties are encouraged to keep a record of the discussion, including dates and key points raised.

2. FORMAL COMPLAINTS

If the concern is not resolved informally:

- 2.1 **Written Complaint:** Submit a formal complaint via email containing:
 - A clear description of the issue of concern
 - Relevant dates and details
 - Any previous attempts to resolve the matter
- 2.2 **Submission:** Send the email to both the IB Coordinator and HS Principal.

3. ACKNOWLEDGEMENT and INVESTIGATION

- 3.1 **Acknowledgement:** CAIS will acknowledge receipt of the complaint and provide an outline of the next steps.
- 3.2 **Investigation Process:** The school will investigate the complaint, which may involve:
- Interviews with involved parties
 - Review of relevant documents
- 3.3 **Timeline:** Investigations will typically be completed within two weeks, barring any extenuating circumstances.

4. RESOLUTION

After completing the investigation, CAIS will communicate the findings and any actions taken to the complainant.

5. FURTHER ACTION

If the complainant is not satisfied with the resolution as determined by the IB Coordinator and HS Principal:

- 5.1 **Appeal:** The complainant may appeal the decision by submitting a written request for review to the Head of School. The complainant should follow the “Written Complaint” procedure described in step 2.1.
- 5.2 **Final Decision:** The HOS will review the appeal and provide a final decision.

6. RECORD KEEPING

All formal complaints and resolutions will be documented and maintained securely by the school to ensure transparency and continuous improvement.

CONCLUSION

CAIS is committed to facilitating a supportive environment for its students and their families. Feedback is vital to enhancing our school community. Further inquiries may be addressed to the CAIS IB Coordinator.

APPROVAL AND REVIEW DETAILS OF THIS POLICY

Approval and Amendment History	Details
Proposer	Ben Myers, Sep 2024
Original Approval Authority and Date	Daniel Schick (HS Principal), Sep 2024 Richard Vanderpyl (HOS), Sep 2024
Last Update	
Notes of Changes (in last update)	
Amendments Authority	