



Parent or legal guardian and student complaints policy

IB World School 000703

33 Liceum im. M. Kopernika, Warszawa

I. The school has written procedures for how it deals with complaints and students' requests for appeals against IB programme decisions taken by the school, details of these procedures are made widely available and accessible to all students, and operate in accordance with such procedures – described in detail in school statutes available on the school webpage.

II. 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.

III. The school informs students and parents/ legal guardians of the general characteristics of IB MYP, IB DP and national programmes and how the school implements them via the electronic register, website and at parents-teachers meetings.

IV. The school implements, communicates and regularly reviews consistent and fair systems and processes for reporting student progress and handling appeals or challenges – the process is documented in the electronic journal and website.

All the rights and responsibilities of students and their parents or legal guardians are described in detail in the school's statutes, which are available on the school's website, together with a description of the grading and appeals procedure. These procedures are available to every student and parent/legal guardian, who when a student is admitted, are obliged to confirm having read the document. The procedures used by the school are formed in full accordance with the legal regulation of the Ministry of Education of Poland.

In particular:

- 1) Students of the 33 Liceum im. M. Kopernika in Warsaw and their parents/legal guardians have the right to appeal against any decision made by school staff regarding IB programs.
- 2) Appeal against the decision must be made in writing: by e-mail or by delivering a letter to the school office.
- 3) The procedure for appealing against the decision is as follows:
 - a) in case of an appeal against a teacher's decision - the letter should be addressed to the MYP coordinator/DP coordinator,
 - b) in case of an appeal against the coordinator's decision - the letter should be addressed to the Head of School.
- 4) Response to such a letter must be made within 7 days of submission.
- 5) In case the Head of school's response is unsatisfactory to the student or/and his/her parents/legal guardians, it is possible to turn to the supervising authority, i.e. the Mazovia Superintendent of Education.
- 6) The decision of the Mazovia Superintendent of Education is binding.

Complaints procedures are reviewed alongside with the amendments of the School Statutes.

Last update: 27.08.2024

References:

The School Statute, https://kopernik.edu.pl/wp-content/uploads/2022/11/Statut_02_11_2022fin.pdf

From Principles into Practice, 2014, International Baccalaureate

The Act on the System of Education in Poland (Dz. U. 1991 Nr 95 poz. 425 dated 7 September 1991 with later amendments)