



Parental Complaint Procedures

Eastwood College is known for its friendly, open, and tolerant atmosphere, and for the respect of one another's different views. As we are committed to *“providing an excellent quality of service, we value the views and feedback we receive from all stakeholders, and we aim for continuous improvement”*¹. In case of any questions or complaints, we are keen on resolving them to the satisfaction of the individuals and the community. The Parental Complaints Procedures Policy was developed to provide information and guidelines to all stakeholders. It aims to ensure that parental complaints are addressed courteously, confidentially, effectively, attentively, fairly, and timely.

Eastwood College offers a child centered environment, recognizes the rights of every child to be educated, and sees the learners as the purpose and the future. The school policy is shared with the stakeholders. It guides the students on their rights and responsibilities and clearly defines the disciplinary system, which ensures a minimal record of negligence and infractions. Nevertheless, inconveniences may occur, and resolving any complaints or issues of concern follows the fair, consistent, and equitable procedures below.

We do encourage sharing any queries parents might have to be answered before they turn into complaints. However, parents who wish to make a complaint against the school or any staff member should contact the relevant school authorities. Whether reported by email, over the phone, in written, or in person, all complaints are courteously addressed to the best satisfaction of the conflicting parties. Anonymous complaints are not pursued unless evidence is provided. In general, complaints fall under 3 categories:

1. **Non-Academic Concerns:**

Behavior:

Students are admitted to Eastwood College in accordance with its rules and regulations. The school reserves the right to take the necessary corrective measures in dealing with any situations or infractions that have not been highlighted among its policy terms – in alignment with other existing terms. Behavioral issues are dealt with by the Heads of Divisions who ensure rules and regulations are in place, and concerns

¹ The IB Complaint Procedure 2018

are well followed up on to be resolved. In case of any complaint about misusing or wrongly applying the policy, the issue will be referred to the School Director to be resolved to the best of the student and the involved parties.

Offenses are documented on the Online Agenda with the related consequence by the concerned personnel. Parents are notified of every behavior related record.

Wellbeing and Support:

Eastwood College encourages a safe, caring, and loving environment full of mutual respect for all students. The social and emotional wellness of our learners is highly addressed in our practices. Peer pressure and bullying are highlighted in our school policy as entirely prohibited behavioral actions with well-defined consequences. Nonetheless, when inconveniences are noticed and reported, the case is referred to the School Counselor for action plans to be designed, behavioral charts to be used, or other strategies that would effectively resolve the situation.

Where concerns about teacher attitude or approach are reported, follow up on the teaching strategies is done, class observations are held targeting the areas of concern, and action plans are designed to ensure resolving the inconveniences. Feedback is reported to the School Director.

Operations and Services:

When a complaint is reported, the case is referred to the Manager of Operations in concern (IT Staff / Librarian / Financial Manager / Transportation Supervisor / Maintenance Team / Cafeteria Operator / Auxiliary Services / etc) for the matter to be investigated and resolved. Feedback is reported to the School Director.

2. Academic Concerns:

The more parents are aware of our approaches and procedures, the less inconveniences they would have about our programs. At the beginning of every academic year, an Open House is held for parents to meet the teachers of their children, to be oriented on our course offerings, to be introduced to our tailor-made curriculum which caters for our culture, and to be guided on how their child can study for the course in light of the course descriptions already shared at the beginning of the year. In case of any concern about the nature of a subject or any topics with sensitivity to cultural or religious bias,

a meeting would be arranged for the concerned parents with the Head of Department / IBDP Coordinator to share the rationale behind addressing those issues in our courses.

Furthermore, to avoid any assessment, grading, or work-load-related concerns, the implemented school Assessment Policy, aligned with the IB requirements in IB courses, is shared with the learners and their parents, rubrics and written feedback are provided, and consistency in following the procedures is monitored. Where malpractice is reported, Subject Coordinator / IBDP Coordinator is the reference. Moreover, the approaches to learning are well targeted across levels to ensure proper study habits, time management, and organization skills. In case of any related complaint, the Head of Department / IBDP coordinator is the reference.

By default, Parent–School communication is highly encouraged at Eastwood College. It is worth mentioning though that all complaints are channeled as follows:

Parents reach us out via email addressing the Heads of Divisions, or contact us by phone, and their call is referred to the concerned Head of Division with a view to resolve their issue of concern, and in most cases, the matter is resolved at this stage.

Thereafter, where found necessary, the Head of Division arranges for a meeting for the complaining parent with the teacher in concern in an attempt to resolve the issue.

The Head of Division might as well refer any course related complaint to the Head of Department. If not resolved, the Academic Controller would be approached.

Rarely, dissatisfied parents might request forwarding their complaint to the School Director, and where deemed necessary, all involved parties meet together to resolve the conflict to the best satisfaction of both parties.

The School Director would bring the precise nature of the complaint to the notice of the staff member(s) in concern, and then seek to resolve the matter between the parties within 3 work days of receipt of the complaint.

Documentation of the parental complaint, the steps followed, and the resolution reached or the action taken is made on the Online Agenda; documentation is emailed to the School Director. Minutes might also be emailed to the parents if requested.

Note: If the parents choose to skip any of the steps above, the party they request meeting with would channel the issue as described above.

3. **IBDP Specific Concerns:**

In addition to the regulations and procedures of the common school policy, IBDP learners are bound to the terms of the “*IB Promotion and Graduation Requirements*” protocol, which ensures IB learners are fully bound to the school IBDP admission / withdrawal administrative procedures and fully aware of their own accountability and their responsibility for maintaining their right to be enrolled in the program and the consequences of any drop / withdrawal measures.

Where concerns are related to the IB academic program and the IB learner’s overall performance and progress, the IBDP coordinator is the main reference for consideration and action in adherence to the IB policies and guidelines.

Furthermore, we highly acknowledge that it is our learner’s right to be guided and supported on meeting the deadlines, and that it is our responsibility to train them on proper study skills and lead them to adopting the proper learning approaches.

In fact, time management is crucial to meeting the IBDP program expectations. To avoid any challenges related to deadlines, time management, and organizational skills, learners are already aware of their two-year program planner, which provides parents and learners with the rationale for setting deadlines and adopting proper study habits.

Regular follow up on every individual learner’s performance is also crucial to remaining on track throughout their DP years, whether over one-on-one conferences with the IBDPC, or over class meetings for all learners.

If parents are dissatisfied with the performance of the IBDPC, the matter is brought to the Academic Controller, and then to the School Director.

Note: Complaints regarding decisions made by IBO are not matters to be addressed.

Note: The policy is subject to review where the leadership team finds it necessary, and periodically every year. Moreover, the latest updates of its terms are uploaded on our Online Agenda to be shared with the stakeholders.