

ENKA	ENKA Istanbul Schools IB Complaint Procedure		
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REVISION FOLLOW-UP PAGE

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1.0 POLICY AREA

The policy below relates to **Area A** of the Planning and Policy Guidelines: Purpose & Direction.

2.0 PURPOSE

The aim of this procedure is to provide procedural information on how ENKA Schools processes complaints related to the International Baccalaureate internally and externally.

3.0 RELEVANCE TO GUIDING STATEMENTS

Principles - For Living in a Local and Global Community

- We respect all members of the community and diversity within the community.
- We recognize that the individual and the community are interdependent and share mutual responsibility.

Philosophy- It teaches students to take responsibility for their actions and become independent learners.

Values- Collaboration- ENKA Schools aspire to partner with families to prepare each child to be contributing members in their community, responsible and respectful citizens of the world, positive influences, and propellers of their society through their ideas and actions.

4.0 SCOPE

These procedures apply to all staff, students, and parents at ENKA with regard to the school's academic decisions regarding the International Baccalaureate.

5.0 EXPLANATIONS AND ABBREVIATIONS

- **IB:** International Baccalaureate
- **EUR:** Enquiry Upon Result
- **HOD:** Head of Department

6.0 DEFINITIONS

- **Plagiarism:** An act or instance of using or closely imitating the language and thoughts of another author without authorization and the representation of that author's work as one's own, as by not crediting the original author.

7.0 REFERENCE DOCUMENTS

- International Baccalaureate Policies and Procedures **ANNEX 1**
- ENKA Schools Employee Code of Ethics and Conduct **ANNEX 2**

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8.0 RESPONSIBILITIES

8.1 Board of Directors

The duties and responsibilities of the Board of Directors are as follows:

- Provide support and guidance in the implementation of this policy.

8.2 Head of School and School Principals

The duties and responsibilities of the School Principals are as follows:

- Provide support and guidance in the implementation of this policy.

8.3 IB Coordinators

The duties and responsibilities of the IB Coordinators are as follows:

- Follow and support the implementation of all IB policies.
- Provide support and guidance in the implementation of this grievance policy.
- Mediate between IB teachers, parents, students on IB-related issues.
- Liaise with the IB with regards to EURs, plagiarism, and adverse circumstances.

8.4 IB Teachers

The duties and responsibilities of the IB Teachers are as follows:

- Follow all IB and ENKA policies.
- Communicate any academic concerns with IB Coordinator/s.

8.5 IB Students

The duties and responsibilities of the IB Students are as follows:

- Follow all IB and ENKA policies.
- Communicate any academic concerns with IB Coordinator/s.

8.6 Parents of IB Students

The duties and responsibilities of Parents of IB Students are as follows:

- Follow all IB and ENKA policies.
- Communicate any academic concerns with IB Coordinator/s.

9.0 REQUIREMENTS

9.1 Stages and Appeal Procedure

If a student or parent has a grievance regarding an IB-related issue, they should first raise the issue with the class teacher. If further discussion is required, the student or parent may contact the relevant IB Coordinator.

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All IB decisions including those related to IB exams are the purview of the IB Coordinators.

Staff may raise IB-related issues directly to the HOD, the relevant IB Coordinator, Assistant Principal, Principals, Head of School, or Human Resources.

9.2 Complaint Campaigns

In the case that our school receives large volumes of complaints based on the same subject, we will invite all stakeholders for a meeting to resolve the problem in the most appropriate manner.

9.3 Timeliness

- E-mails from students and parents are answered within 48 hours during school time. Delay may occur during school holidays. Part-time teachers may take additional time to reply.
- Complaints will be considered and resolved as quickly and efficiently as possible.

9.4 Recording Complaints


- Complaints should always be communicated in writing or in person.
- If the complainant is unable to provide the complaint in English, we will accept other languages and will have it translated into English.
- Every complaint will be recorded in the following way:
 - All steps of the procedure will be filed by the person who receives the complaint.
 - The file documents will be provided to the person responsible for the next step of escalation if needed.
 - Face-to-face and/or online meetings may be recorded. In such cases, personal privacy protection law requirements will be applied.
 - All files are kept securely.

9.5 Other Complaints

Complaints regarding admission appeals follow our Admission Policy. Complaints regarding inclusion follow our Inclusion Policy.

9.6 Staff Conduct Complaints

Complaints about staff are dealt with under the school's internal disciplinary procedures, if appropriate.

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Complainants will not be informed of any disciplinary action taken against a staff member as a result of a complaint. However, we notify complainants that the matter is being addressed.

10.0 REVISION FREQUENCY

This policy will be reviewed every two years.

11.0 ANNEXES

ANNEX 1- [International Baccalaureate Policies and Procedures](#)

ANNEX 2- [ENKA Schools Employee Code of Ethics and Conduct](#)