



VI LICEUM
OGÓLNOKSZTAŁCĄCE
im. Adama Mickiewicza w Krakowie



IB Diploma Programme
Complaints Policy
VI Liceum Ogólnokształcące
w Krakowie



Kraków

SZKOŁA MIASTA KRAKOWA

IB MISSION STATEMENT

The International Baccalaureate® aims to develop inquiring, knowledgeable and caring young people who help to create a better and more peaceful world through intercultural understanding and respect. To this end the organization works with schools, governments and international organizations to develop challenging programmes of international education and rigorous assessment. These programmes encourage students across the world to become active, compassionate and lifelong learners who understand that other people, with their differences, can also be right.

THE SCHOOL'S MISSION STATEMENT

VI Liceum Ogólnokształcące in Kraków aims to develop knowledgeable students and independent thinkers as well as open-minded and caring people who communicate and live in harmony with others all around the world. To this end the school nurtures students' interests: offers a wide range of subjects and extracurricular classes, collaborates with universities and cultural institutions as well as challenges students to participate in various competitions.

It is our mission to develop internationally-minded young people, who appreciate their national heritage while at the same time understand and respect other cultures and world-views. Therefore, the school puts special emphasis on students' language learning and engages in numerous international student exchanges and projects.

Of great importance to us is also providing guidance to students on how to leverage the opportunities presented by the contemporary world and instilling in them skills that will empower them to seek admission to their preferred universities both in Poland and abroad. However, above all, we want to show to our students that personal development is a continuous and lifelong journey. We encourage all our students to embrace this perspective, treating education as a life project.

INFORMAL STAGE

In the event of concerns or complaints related to the implementation of the IB Diploma Programme, we strive to resolve conflicts, disputes, or misunderstandings through mediation.

Students or their legal guardians should directly and as quickly as possible contact the person involved in the matter. We believe that all concerns and complaints should be resolved promptly, in a friendly and open manner, and fairly and impartially.

If, despite our efforts, the issue is not resolved or the resolution is unsatisfactory, students or their legal guardians should contact the form teacher, whose responsibility is to investigate and resolve the concern or complaint directly with the person involved within **10** school days. If the issue concerns the form teacher, students or their parents should directly contact one of deputy heads at school.

FORMAL STAGE

If the issue is not resolved or the resolution is unsatisfactory, students or their legal guardians may submit a written complaint and direct it to one of the deputy heads at school. If the complaint concerns a deputy head, students or their legal guardians should contact directly the head of school.

The deputy head to whom the written complaint is addressed has the obligation to further investigate the issue and provide a written resolution to the complaint within **14** working days.

If the complaint is not resolved within **14** working days or the outcome is unsatisfactory, students or their legal guardians may formally appeal in writing to the head of school within **7** working days.

In the matter of the formal appeal to the resolution to the complaint, the head of school may additionally consult with the pedagogical council, the parent council, or the student council. Students or their legal guardians will be informed of the outcome of the reviewed complaint within **28** working days.

APPEALS AGAINST END - OF -YEAR GRADES

Students or their legal guardians may apply for higher than expected end-of-year school grades. The detailed procedure can be found in *the VI Liceum Ogólnokształcące w Krakowie Statutes* (Statut VI Liceum Ogólnokształcącego im. Adama Mickiewicza w Krakowie, ul. Wąska 7).

COMPLAINTS AND CONCERNS RELATING TO THE IB DIPLOMA PROGRAMME

The person responsible for concerns or complaints related to the IB Diploma Programme is the deputy head acting as the IB DP coordinator.

The IB DP coordinator should be immediately informed about any concerns or complaints related to the IB Diploma Programme in school. In case when the concern or complaint is related to the IB DP coordinator students or their legal guardians should contact directly the head of school.

Any complaints concerning the rules and regulations which are the requirement of the IBO such as deadlines for submission of students' work will **not** be accepted.

ENQUIRY UPON RESULTS (EUR)

On behalf of the students or their legal guardians the IB DP coordinator may request to start the process of enquiry upon results (EUR), including re-marking of externally assessed material. All the detailed procedures of the process are outlined in *Diploma Programme Assessment procedures* updated annually, as well as the related fees, which are published annually in *Fees and billing information for IB World Schools*.

Final notes

- A written record of the complaint handling process will be maintained.
- In all cases when the time necessary to deal with a concern or a complaint need to be extended, the students or legal guardians raising the concern or submitting the complaint will be notified.
- All the concerns or complaints will be handled confidentially, respecting the privacy of all parties involved.

This document was prepared in accordance with the VI Liceum Ogólnokształcące w Krakowie Statutes (Statut VI Liceum Ogólnokształcącego im. Adama Mickiewicza w Krakowie, ul. Wąska 7) and the publications published by the IBO: *Diploma Programme Assessment procedures 2024, 2023; Fees and billing information for IB World Schools 2025, 2023; Programme Standards and Practices, 2022.*

This information was reviewed and updated in September 2024.