
Parent or Legal Guardian and Student Complaints Procedure

**FOR THE IB DIPLOMA PROGRAMME
AT VILNIUS LYCEUM**

Adopted: October 7, 2024

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INTRODUCTION

Vilnius Lyceum is committed to providing high-quality education and fostering a positive experience for all students and their families. The school values suggestions and feedback from both students and parents, and takes any concerns or complaints seriously, recognizing their potential to improve educational services.

This document outlines the procedure for submitting complaints, ensuring they are addressed fairly and in a timely manner. A copy of this document is available on the school's website or in the school library.

PURPOSE AND SCOPE OF THIS POLICY

The purpose of this policy is to establish a transparent and effective process for addressing and resolving concerns and/or complaints of students currently enrolled in the IBDP at our school. This policy aims to ensure open communication, foster positive relationships, and promote the continuous improvement of our school community.

This policy applies to all current students as well as their parents or legal guardians and covers concerns and/or complaints with respect to:

- student learning and teaching
- student behaviour
- the well-being of school community members
- communication
- staff conduct
- school policies
- school facilities

PRINCIPLES OF THE PROCEDURE

In line with the IB complaints procedure and to ensure the complaints process is effective, the following principles are applied throughout the complaints process:

Fairness – we aim to have a fair complaints procedure that ensures everyone is treated equally.

Courtesy – all communication in relation to this procedure should be based on mutual respect, trust and courtesy.

Accessibility – we aim to have a complaints procedure that is easy to understand, easy to access and well publicized.

Timeliness – we aim to ensure that all complaints are dealt with in a timely manner.

***Effectiveness** – the complaints procedure is monitored and reviewed to ensure it continues to be effective.*

***Attentiveness** – you will be given every opportunity to put forward your complaint, and you can be assured that we are listening. We will update you on the process and status of your complaint as appropriate ¹.*

STAGES OF THE COMPLAINTS PROCEDURE

A complaint is defined as a clear statement of dissatisfaction about any specified aspect of the school's work. Complaints can be made in two main forms: informally and formally.

Stage 1: Informal complaints

- Students and parents/guardians are encouraged to address minor concerns directly with the relevant teacher, staff member, or school department involved.
- If resolution is not achieved, students and parents/guardians can request a meeting with the head of school to discuss the matter further.

Stage 2: Formal complaints

Complaint process:

- If the concern is not adequately addressed through informal means, the student and/or parent/guardian may submit a formal written complaint form to the head of school.
- The complaint should include specific details of the issue, any relevant documentation, and desired outcomes.
- The head of school will acknowledge receipt of the complaint within 3 working days and provide an estimated timeline for resolution. The formal process of investigation and resolution will then be initiated.
- Anonymous complaints will not be investigated.

Investigation and resolution:

- The process will involve gathering information from relevant parties, including teachers, staff members, and students, as necessary.
- The head of school may schedule meetings with involved parties to gather additional information and perspectives.

¹ (International Baccalaureate Organization 2018, p.1)

- An additional meeting may be scheduled with the parent(s)/guardians and/or student(s) to discuss the complaint and possible solutions.
- A thorough review of the situation will be conducted, and a resolution plan will be developed.

Resolution plan:

- The resolution plan will outline the steps to be taken to address the complaint and prevent future occurrences.
- The plan may include modifications to policies, procedures, staff training, communication practices, or any other appropriate measures.

Communication of resolution:

- The school will communicate the resolution plan to the concerned parent/guardian and/or student in writing or during a scheduled meeting within 5-10 working days from the date of receipt of the complaint.
- If the parent/guardian and/or student is satisfied with the resolution, the complaint will be considered resolved.

Stage 3: Appeals procedure

- If the student and/or parent/guardian is not satisfied with the resolution, they may appeal the decision in writing to the founder of the school (Vilnius city municipality).
- Complaints to the Vilnius City Municipality can be submitted through the electronic service system at www.vilnius.lt or by email at savivaldybe@vilnius.lt.

RECORD KEEPING AND CONFIDENTIALITY

All formal complaints, including their resolutions, any related documentation, and any action taken by the school as a result of the complaint (whether or not the complaint was upheld), will be recorded and maintained in a confidential manner. A log of complaints will be kept by the school's office manager and monitored by the head of school.

The records will allow the school to identify patterns, determine if reviews or changes in practice are necessary, and ensure that appropriate interventions are made. All records of complaints will be processed and retained in accordance with the General Data Protection Regulation.

REVIEW OF THE PROCEDURES

The *Parent or Legal Guardian and Student Complaints Procedure* will be reviewed periodically to ensure its effectiveness and relevance. Changes and updates will be communicated to the school community as needed.

LIST OF REFERENCES

INTERNATIONAL BACCALAUREATE ORGANIZATION, 2018. The IB Complaints Procedure. Online. 2018. Available from:
<https://www.ibo.org/contentassets/fab8ccef45b743c0a68de6f9ea989385/ib-complaints-procedure-nov-2018-en.pdf>