



# Internal Complaints Procedure

## **SALIS – Salzburg International School**

### **IB Diploma Programme**

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## **Our mission**

At SALIS, our goal is to nurture each student into a compassionate, inquisitive, knowledgeable, and open-minded individual, equipped with critical thinking skills and prepared to pursue their dreams in a diverse, global society. We strive to cultivate well-balanced students who are ready to thrive and lead meaningful, fulfilling lives.

## **Our principles**

Sometimes, it is inevitable that these differences evolve into a conflict that will have to be resolved through a special procedure.

The following complaints procedure aims to be accessible and fair towards all stakeholders. Through constant monitoring we continue our efforts to ensure that this policy will effectively resolve conflicts related to complaints against school decisions affecting the IB Diploma Programme of our students.

## **Complaints of an interpersonal nature**

SALIS can boast a wide range of contact points to address complaints to if the conflict is of an interpersonal nature. We encourage all stakeholders of our school to approach the following persons: form teachers (*Klassenvorstand*), student counsellors (*Vertrauenslehrer\*innen*) and peer mediators (*Peermediatoren*), youth coach (*Jugendcoach*), social worker (*Sozialarbeiterin*), school psychologist and doctor as well as our SALIS Deans of Student Affairs. Please consult [this document](#) to make contact with them.

At SALIS we have established a tradition of an open and transparent conflict resolution based on our school structure. We therefore encourage students and their legal guardians to follow the procedure below:

- speak to or otherwise contact directly IN SCHOOL the person responsible, outlining the nature of the complaint or/and
- ask a friend/your class representative to support you to address the person responsible

Sometime the matter can be resolved. If the complaint cannot be resolved, you should

- address your form teacher or any of the other points of contact listed above (personally, via email, or other means of communication).

Usually the form teacher and/or student counsellor is able to provide a solution within a reasonable period of time.

- If the complaint is still not resolved, it may be necessary to make a formal complaint in writing. Students and/or legal guardians should then address their complaint to the Head of School by email.

### **Appeals concerning grades and assessment in the Austrian curriculum**

The Austrian school system offers no opportunity for requesting a remark of single grades. Instead, regular students can make an appeal (*Widerspruch*) against being barred from moving on to the next class (Nichtberechtigung zum Aufsteigen gemäß § 25 Abs. 2 lit. c SchUG in die nächsthöhere Klasse) at the *Bildungsdirektion* in written form within five days upon receipt of the legal notice (*Bescheid der Klassenkonferenz*)

For non-Austrian curriculum students (*AO Schüler\*innen* or *außerordentliche Schüler\*innen*) this legal measure is not available, and it is at the discretion of the Head of School together with the class conference whether the student is granted the right to move on to the next class<sup>1</sup>. The procedure is outlined in the Austrian Laws of Education §§ 70 -71 SchUG: <https://www.jusline.at/gesetz/schug>.

### **Appeals concerning grades in the IB Diploma Programme**

Requests for enquiries upon results or re-marking single assessment components or appeals against any other assessment decision follow the procedures outlined in the official IBO document 'Diploma Programme Assessment Procedures', section C8.3. They are initiated and administered by the IB Coordinator, who also registers candidates for retakes and will assist with any assessment issues. Candidates or their legal guardians should therefore contact the IB Coordinator to discuss the nature and steps of the appeal immediately after the release of the component results.

### **Complaints concerning the implementation of the IBDP at SALIS**

If you have an issue relating to an IB service or department beyond the control of our school, you can try to resolve the issue by offering your feedback and/or expressing your concerns directly to the IBO.

Also, where concerns are raised about **improper practices** occurring at our school regarding the implementation of the IB Diploma Programme, the IB's Feedback and Concerns website will guide you how to contact the IB directly. Before reporting concerns, we encourage you to address the matter with the IB coordinator and/or the Head of School first. Improper practices can include, but are not limited to, academic misconduct, maladministration, dangerous or illegal activities. Please visit the IB's Feedback and Concerns website here: <https://www.ibo.org/contact-the-ib/feedback-and-concerns/>

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<sup>1</sup> Since the Austrian School Education Act (SchUG) does not establish the responsibility of any school authority or other school body (such as a teachers' conference, examination committee, etc.) for deciding whether a non-regular student may be "promoted" (aufsteigen), the principal is responsible for this decision due to the general competence assigned to them under § 56 (1) SchUG. The criteria for this decision must be guided by the requirements set out in § 4 (1) SchUG, and in addition, the student's development opportunities in the higher or lower school level should also be taken into account.