



## **MEF NATIONAL AND INTERNATIONAL SCHOOLS PARENT COMPLAINT POLICY AND PROCEDURE**

### **STATEMENT OF AIM**

- To provide clear procedures and expectations around the communication between parents and the school.
- To provide a judicious grievance process for parents and students at MEF International School.

### **COMPLAINT POLICY FOR PARENTS**

MEF Schools of Istanbul takes all suggestions, comments, complaints, and concerns from parents very seriously. It is especially important to us for the parents to communicate their feedback or questions at the earliest possible opportunity so that we can try to find solutions or make improvements in a timely manner.

MEFIS understands the importance of developing a simple and effective framework to allow communication between the teaching staff, leadership team, parents, and legal guardians. It is vital for the students' education that we work together in order to develop the most effective educational experience for all of our students.

We recognise that when parents' concerns are understood and addressed quickly and effectively, it reduces the necessity of more extreme measures at a later date.

In many cases, the class teacher will receive the first approach, will inform the administration or Student Support Team as needed and the issue is resolved immediately. However, formal procedures will need to be invoked when initial attempts to resolve the issue remain unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further.

MEFIS aims to be as transparent as possible when considering parental concerns; we try to deal with all concerns as quickly as possible through communication with the parent, teachers, and administration. Our priority in all cases is the safety, well being, and education of the students. Within this framework, all reasonable courses of action can be considered in order to resolve the concerns that are raised.

## **PRINCIPLES OF COMMUNICATION**

- **Fairness:** MEF International School Istanbul is committed to a fair communication and complaints procedure, ensuring equal treatment for all parties involved.
- **Courtesy:** All communication related to this procedure should be rooted in mutual respect, trust, and politeness.
- **Accessibility:** MEF International School Istanbul strives to establish a communication and complaints procedure that is easy to comprehend, simple to access, and well-publicized.
- **Timeliness:** The school prioritizes addressing all communication and complaints in a prompt manner to ensure timely resolution.
- **Effectiveness:** MEF International School Istanbul regularly monitors and reviews the communication and complaints procedure to guarantee its continued effectiveness.
- **Attentiveness:** The school provides every opportunity for parents, legal guardians, and students to express their communication and complaints, assuring them that their concerns are being heard. Updates on the progress and status of complaints will be communicated as appropriate.

## **RIGHTS AND RESPONSIBILITIES**

Parents, legal guardians, and students can expect to:

- Be treated with respect, courtesy, and consideration.
- Have their concerns or complaints addressed efficiently and promptly.
- Have their personal information handled confidentially.
- Have their concerns or complaints assessed impartially and in accordance with due process.

In return, MEF International School Istanbul requests that parents, legal guardians, and students:

- Treat all involved parties with respect, courtesy, and maintain confidentiality.
- Bring up the concern or complaint as soon as possible after the issue has occurred.
- Provide accurate and comprehensive information about the concern or complaint.
- Seek assistance or additional information as needed.
- Act in good faith to reach an outcome that is acceptable to all parties.
- Maintain realistic and reasonable expectations about potential outcomes or remedies.

### **How do we communicate with our Parents?**

- PTA members are indispensable to our school community. During our monthly meetings we have a great opportunity to get together with our parents and listen to their concerns or suggestions to make our school community better.

- Coffee/Tea Talks with the School Admin Team occur four times a year which are informal conversations with parents. A meeting agenda is sent to ask parents to add their items before the meeting. Later meeting minutes are shared with the school community. Action is taken on items that are brought to our attention.
- MEF Schools of Turkey sends an end of year survey every year to collect feedback from parents.

## **COMPLAINT PROCEDURES**

### **Meeting Appointments**

- Parents are encouraged to make appointments when wishing to meet with staff.
- An appointment ensures that staff are available and prepared to address your needs in the meeting.
- The best way to facilitate an appointment is to send an email directly to the staff member.
- Meetings with the Principal should be arranged through the Principal's Assistant to ensure timely and efficient scheduling.

### **Handling Sensitive Issues**

- Direct contact either in-person or virtually via video call is the preferred method for handling sensitive, difficult, complex, or emotional issues.
- The school strongly encourages parents to set up a meeting with the teacher, rather than communicate in writing or dropping in unannounced.

### **Teacher Communication Expectations**

- Teachers are expected to respond to written communication within 24 hours during the workweek to ensure timely communication.
- Teachers are expected to find time to make themselves available for face-to-face or virtual meetings as requested by parents.
- Teachers can also invite parents for face-to-face meetings to ensure open communication.

### **Resolving Uncomfortable Situations**

- If a teacher or parent feels uncomfortable during a meeting, either party can bring the meeting to a polite and respectful finish.
- The Principal should be informed when a conflict is unable to be resolved to ensure that appropriate actions are taken.
- If additional meetings are required, a school administrator, the school counselor, learning services, or other interested parties may be present at the request of either the parents or teachers.
- Parents or teachers should be informed beforehand to ensure that all parties are adequately prepared.

## ACADEMIC COMPLAINTS AND APPEALS PROCEDURE

**Purpose:** To address academic concerns and complaints raised by parents or students in a fair and timely manner, ensuring effective communication and resolution.

### Definition of a Complaint:

- A complaint is an expression of dissatisfaction made by a parent or student with a legitimate interest in the school. Complaints may relate to school policies or procedures, conduct, actions associated with issues at the school, or aspects of the teaching and learning environment.

### IB DP Predicted Grades:

Students should not attempt to persuade nor influence their teachers at any point in time in regards to the Predicted Grade (PG) for their respective IB subjects. However, if in order to make an informed decision regarding applying to specific universities in terms of IB requirements (general and/or subject-specific), students can arrange to meet and speak with their teachers to ascertain if their current level in a particular subject (and their anticipated actual score) is in line with what is required at universities where they plan to apply.

If students and parents would like to meet with their teachers to discuss the predicted grades for the university applications then the email sample below can be used.

*Dear Esteemed Teacher,*

*After reviewing last year's progress reports and the entrance requirements for the universities and programs I am interested in, I realize I need to confirm with you in order to ascertain that I am estimating correctly, so I don't invest the time, effort and cost on an application in case it is not within my reach.*

*When would be a good time to meet with you to discuss what my potential PG might be in your course, so I can be sure before submitting my university applications.*

*Kind Regards,*

### Informal Resolution

- If a concern cannot be resolved through initial discussions, the complainant is encouraged to submit a formal, written complaint or appeal to the appropriate program coordinator (PYP, Cambridge, or DP Coordinator).

### **Submission of a Formal Complaint or Appeal**

- The written complaint or appeal should include a clear description of the concern, relevant dates, names of the involved parties, and any attempts made to resolve the issue informally.
- The program coordinator will acknowledge receipt of the complaint or appeal within five working days.

### **Investigation and Resolution**

- The program coordinator will initiate an investigation, consulting with all relevant parties and gathering necessary information.
- The program coordinator will determine an appropriate resolution or action plan, considering the best interests of all parties involved.
- The program coordinator will provide a written response to the complainant within 15 working days of receiving the complaint or appeal, detailing the resolution or action plan, as well as any steps taken during the investigation.
- If further time is required for the investigation, the program coordinator will inform the complainant of the progress and provide an estimated timeframe for the final response.

### **Escalation**

- If the complainant is not satisfied with the response or resolution provided by the program coordinator, they may escalate the matter to the school's administration for further review.
- The school administration will review the case and provide a final decision within 15 working days of receiving the escalated complaint or appeal.

### **Availability of the Procedure**

- This Academic Complaints and Appeals Procedure, including the Parent or Legal Guardian and Student Complaints Procedure, will be posted on the MEFIS school website and published in the MEFIS Parent Handbook.

By following this procedure, the school ensures a fair and transparent process for addressing academic complaints and appeals, fostering an environment of open communication and continuous improvement.

### **ACCORDING TO THE IB:**

*Complaints regarding decisions made by an IB World School IB World Schools are entirely independent from the IB and are solely responsible for the implementation and quality of teaching of the programmes. The IB has no jurisdiction over decisions made by the IB World Schools, as set forth in the General Regulations. As a result, the IB does not resolve complaints by students, their legal guardians or teachers regarding decisions which fall within the remit of the IB World Schools. ([IB Complaint Procedure](#)) If you wish to make a complaint regarding such decisions you will need to contact the IB Coordinator and you should follow the internal complaints procedures set out by MEF International and National Schools of Istanbul*

### **IB DP Remarking**

*If a student is not happy with her/his results and would like the IB to re-mark their work, they should approach directly to the DP coordinator to discuss available options since he/she would need to place the request (called enquiry upon results) on the candidate's behalf. Please note that this service is not free of charge and it is the coordinator's duty to inform the candidate (and/or legal guardians) of the fee involved. The IB will not accept requests for re-mark from candidates or their parents/legal guardians directly. In addition, the IB will not communicate the outcome of an EUR request to anyone other than the school's DP coordinator. As there is a possibility that a grade is lowered, written consent from the candidate (or legal guardian) is required. Should a school not obtain a candidate's/legal guardian's consent prior to placing this request and the grade is lowered, the original grade will not be reinstated. If there is a grade change, the new grade will be reflected in the candidate website once the EUR is completed. However, it will be up to the school's DP coordinator to let the candidate know when that is. Please note that there is a deadline for placing a re-mark request so please approach your child's school DP coordinator as soon as you can to discuss whether this is an option that you would like to explore.*

### **IB DP Results - Re-takes**

*If a candidate wishes to retake a subject, he/she can do this in any future examination session and at any IB World School offering the Diploma Programme. However, there are restrictions that apply so he/she must consult with the DP coordinator at the school where he/she wishes to register. In addition, an IB World School is under no obligation to accept retake candidates. You can find IB World Schools [here](#).*

### **WE WILL ENSURE THAT**

- Parents are encouraged to reach out our school for any situation
- Mef School of Istanbul will listen and take all complaints seriously
- We take appropriate actions and give feedback
- We will continue to have regular meetings with food providers, service bus companies.
- We will continue to have committees; Food Committee, Health and Safety Committee.
- We will continue to answer all emails from parents and students in 24 hours.

Document History		
Date	Details	Responsible
Nov 2022	Policy created	Beliz Kearin
April 2023	Policy updated	IB Coordinators