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MLS IB DP Internal Complaint Policy

Date Produced: April 2024

Participants: MLS DP Team

Reviewed: August 2024

Next Review: April 2026

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MLS Internal Complaint Policy

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.

MLS Mission Statement

At MLS (Misr Language Schools), our mission is to cultivate responsible, empathetic, and disciplined young minds, preparing them to thrive in an interconnected world and become proactive contributors to humanity and the globe. Valuing compassion, care, diversity, growth mindset, and intercultural understanding, we provide a safe and supportive learning environment that fosters curiosity, creativity, and collaboration.

We believe in the unique potential of each learner to achieve excellence and make a positive impact. Inspired to pursue their passions, explore their interests, and discover their talents, MLS learners are empowered with the skills and attributes to act, express their opinions, and respect others.

Through MLS's diverse educational programs (National, British, American, and French Divisions) offering our learners a variety learning experiences, we promote lifelong learning, self-realization, and prosperous futures for our learners. Exposing them to diverse perspectives, cultures, and languages, we foster global citizenship and social responsibility.

In summary, MLS is dedicated to nurturing responsible, empathetic, and disciplined individuals who are equipped to excel in an interconnected world. We provide a safe and supportive learning environment that encourages curiosity, creativity, and collaboration, empowering learners to make a positive impact on humanity and the globe.

Purpose and Scope:

- The purpose of the policy is to address complaints related to IB services within the school.
- Stakeholders (students, parents, staff) can make complaints under this policy.

Principles of the Procedure:

- Fairness: Ensure that everyone is treated equally during the complaints process.
- Courtesy: Maintain respectful communication between stakeholders and IB staff.
- Accessibility: Make the procedure easy to understand and access.
- Timeliness: Aim for timely resolution of complaints.
- Effectiveness: Regularly review and improve the procedure.
- Attentiveness: Listen to complainants and keep them informed of the process.

Steps to minimize the occurrence of complaints in school:

A. Clear Communication and Expectations:

- School ensures that all stakeholders (students, parents, staff) understand the school's policies, procedures, and expectations.
- Clearly communicated academic requirements, behavior guidelines, and other relevant information.

B. Effective Leadership and Management:

- MLS leadership sets the tone for the entire school community. Open communication and transparency are encouraged.
 - Implement effective management practices to address issues promptly and prevent escalation.
- C. Quality Teaching and Learning:
- MLS invests in professional development for teachers to enhance their teaching skills.
 - Regularly assess and improve the quality of instruction to meet student needs.
- D. Student Support Services:
- The school provides counseling services, academic support, and emotional well-being programs.
 - Individual student needs are promptly addressed to prevent dissatisfaction.
- E. Parent Engagement:
- MLS involves parents in school activities, and parent-teacher conferences.
 - The school keeps parents informed about their child's progress and any relevant changes.
- F. Conflict Resolution Training:
- Staff (including teachers and administrators) is trained in conflict resolution techniques.
 - They are equipped with skills to handle disagreements effectively.
- G. Feedback Mechanisms:
- School has provided channels for students and parents to provide feedback. MLS regularly seek their input through surveys
- H. Transparency in Decision-Making:
- Decisions related to curriculum changes, grading policies, and other matters are shared and explained to all stakeholders.
- I. Timely Addressing of Concerns:
- Leadership addresses minor issues promptly before they escalate.
 - MLS team show empathy and actively listen to concerns.
- J. Addressing Systemic Issues:
- Root Cause Analysis: Leaders investigate recurring complaints to identify underlying issues. Addressing systemic problems prevents future complaints.
- K. Continuous Improvement:
- a. Regularly reviewed policies and procedures adapting them based on feedback and changing circumstances.

What the Procedure Covers:

- Anyone who has concerns can make a complaint.
 - Submit complaints within 3 months of the incident.
 - The school will handle complaints sensitively and efficiently.
 - Examples of covered areas: learning and teaching, student behavior, emotional well-being, and school facilities.
- 1. Addressing complaints:**
- A. Reception and Acknowledgment:

- When a complaint is received, acknowledge it promptly. Let the complainant know that their concerns are being taken seriously.
 - Provide clear information on the process and expected timelines.
- B. Investigation and Gathering Information:
- Collect relevant details about the complaint. This may involve interviewing the complainant, reviewing documents, or speaking to witnesses.
 - Maintain confidentiality during the investigation.
- C. Assessment and Analysis:
- Evaluate the complaint objectively. Consider the facts, policies, and any relevant evidence.
 - Determine the severity and impact of the issue.
- D. Resolution Options: Identify potential solutions. These could include:
- Informal resolution (e.g., mediation, discussion with involved parties).
 - Formal investigation (if necessary).
 - Corrective actions (e.g., policy changes, training).
 - Apology or compensation (if appropriate).
- E. Decision and Communication:
- Make a decision based on the investigation findings.
 - Communicate the decision to the complainant clearly and respectfully.
 - Explain any actions taken or changes implemented.
- F. Follow-Up and Monitoring:
- Monitor the situation after resolution. Ensure that any agreed-upon actions are carried out.
 - Follow up with the complainant to check their satisfaction with the outcome.