

GLOBAL JAYA SCHOOL IB PROGRAMME COMPLAINTS PROCEDURE

Amended September 7, 2023

- Global Jaya School is committed to providing excellent service. We value your feedback and aim to improve continuously on this mission.
- If you have a query, please contact the responsible programme coordinator, who can answer any questions or concerns before they become complaints.
- Email contacts for programme-specific queries are:
 - Anindya Windita Hartono, PYP Coordinator, windy@globaljaya.com
 - Dannandyatti Priambodo, MYP Coordinator, dani@globaljaya.com
 - Ram Pandey, IBDP Coordinator, ramp@globaljaya.com

Principles of the procedure

To ensure our complaints process is effective, the following principles are applied throughout the complaints process and provide a framework for communication between stakeholders and Global Jaya School Staff:

- Fairness – to have a fair and equitable complaints procedure
- Courtesy – that all communication be based on mutual respect, trust and courtesy.
- Accessibility – to have a complaints procedure that is easy to understand, easy to access and well-publicised.
- Timeliness – to handle complaints promptly and efficiently.
- Effectiveness – to continuously monitor the procedure and review it as necessary.
- Attentiveness – to have the opportunity to put forward your complaint and be assured that we are listening. We will update you on the status of your complaint as appropriate.

Review and Publication Information

These procedures will be published on the school Managebac, Anchor Docs and website portals, as well as in Student and Parent Handbooks, to ensure they are easily accessible by the school community.

The GJS IB Programme Complaints Resolution procedure is effective immediately from December 2022. They will be reviewed every three years, with the next review date being December 2025. The Pedagogical Leadership Team has approved these procedures.

The procedure covers

Anyone who has directly accessed Global Jaya School's services, and has concerns about those services, can make a complaint to Global Jaya School, which, in most cases, will result in a formal response.

The GJS IB Programme Complaints Procedure should be read alongside the following:

- Global Jaya School's Code of Conduct
- Primary and Secondary Student and Parent Handbooks (as appropriate)
- IB PYP, MYP or DP Programme Handbooks (as appropriate)

Student requests for appeals against IB programme decisions taken by the school

Students may appeal against IB programme decisions taken by the school. This appeal may be initiated by the student or by their parent/guardian. In all cases, the student should first speak to the relevant staff member to resolve the issue. Most of the time, this conversation, will result in a satisfactory outcome for both parties. The teacher, non-teacher or administrator will aim to resolve the issue within a reasonable amount of time and usually within two weeks. The parent/guardian will be kept informed of progress.

After this time, and should the matter not come to a satisfactory resolution, students or their parent/guardian should contact the relevant Curriculum Leader, outlining reasons why they feel the decision needed to be corrected, and arrange a time to meet with the Curriculum Leader. The Curriculum Leader will investigate, for example, by discussing the case with the teacher, consulting any other necessary stakeholders (e.g. Advisor or Guidance / University Counselor), looking at assessment data, etc. At this stage, the Programme Coordinator, as well as the divisional Principal, will be informed.

The student will have a meeting with the relevant Curriculum Leader. Pertinent other stakeholders may be invited, too, as needed. The student may have someone else present in the meeting if they would like: a friend, parent/guardian, a teacher outside of the situation, etc. After the meeting, the Curriculum Leader will inform all relevant parties about the outcome of the meeting.

The Programme Coordinator will arrange a meeting with the student and their parents/guardians if the issue still needs to be resolved. Before the meeting, the Programme Coordinator will discuss the case with the Curriculum Leader and look at relevant evidence (e.g. assessment data). After the meeting, the Programme Coordinator will inform all concerned parties about the outcome of the meeting.

If the issue still needs to be resolved, the Programme Coordinator will refer the matter, as appropriate, to the divisional Principal, who will take further action.

As per the GJS Code of Conduct, in particular concerning matters requiring intervention beyond a Principals' decision: "The Head of School and Yayasan will investigate formal complaints consisting of, but not limited to, those which cannot be investigated objectively by the Principal or where the complainant is dissatisfied with the Principal's proposed solution to a complaint."

To maximise the chances of a quick resolution, we ask that you submit your complaint within three months following the incident. Global Jaya School's IB is committed to handling it sensitively and efficiently in line with the principles of our procedure as listed above.

Submitting a formal complaint

Where it has not been possible to resolve your issue as detailed above, or you wish to submit a formal complaint, the following procedure outlines how to submit your formal complaint to Global Jaya School's IB.

Formal complaints should be submitted in writing to these email addresses:

- PYP Specific: windy@globaljaya.com or lavesa@globaljaya.com
- MYP Specific: sue@globaljaya.com or howard@globaljaya.com
- DP Specific: ramp@globaljaya.com or howard@globaljaya.com

Please provide as much information as possible about the nature of your complaint and the departments or services involved. Specifically, you must supply us with the following:

- Your name, contact address and telephone number or email address to allow us to contact you concerning the complaint.
- The details of your complaint, including any previous attempts to resolve the matter and copies of all relevant documentation (where available).

We will acknowledge receipt of your complaint within three business days. The programme coordinator and the divisional principal will oversee an investigation of the matter, and you may be contacted for further information if necessary. The programme coordinator or divisional principal will aim to respond to you with their conclusions within fifteen business days of receipt of the complaint. Where more time is required, you will be notified with an estimated timeline for receiving a final response.

Global Jaya School's IB reserves the right to cease corresponding with a complainant if their correspondence is, in our reasonable opinion, frivolous, vexatious, abusive or if the matter has concluded within the framework of the formal complaint process.

References

- [International Baccalaureate Organization \(UK\) Ltd \(November 2018\): IB Complaints Procedure](#)
- [Franconian International School \(December 2022\): Conflict Resolution Procedure](#)
- [Highland High School: IB Programme Complaints Procedure](#)