



INTERNATIONAL SCHOOL SUVA

Complaints Procedures



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Guiding Statements

Mission

International School Suva is a beacon of education, diversity, and innovation committed to shared responsibility and growth.

Vision

Navigate. Nurture. Aspire.

Philosophy Statement

International School Suva (ISS) provides holistic international education for children ages 3-18, authorised by the International Baccalaureate (IB) and accredited by Accrediting Commission for Schools, Western Association of Schools and Colleges (ACS WASC). ISS is committed to the principle of equal opportunity in education and employment. The school is non-discriminatory and open to all students without regard to race, gender, religion, sexual orientation, nationality or ethnic origin in the administration of its educational, admissions or employment policies.

Policy Review

A formal policy review involving various stakeholders in a committee takes place every 4 years as part of the reaccreditation and curriculum review process. Procedures related to these policies are reviewed annually.

Purpose

The purpose of this procedure document is to communicate to the wider school community about pathways to provide feedback and resolve concerns in a timely and effective manner. A separate ISS Grievance Procedures document exists for staff.



Feedback Pathways

The school website shows the approved policies, which guides the decision-making within all programmes that are offered at ISS: Early Years Programme (EY), Primary Years Programme (PYP), Middle Years Programme (MYP), Diploma Programme (DP), and the High School Diploma (HSD). Further information about the curriculum or school-related matters are communicated through our Parent Enrichment Programme (PEP Talks) and written communication (Primary Bytes and Secondary Scoop).

ISS aims to have a transparent culture of feedback wherein matters are addressed promptly, considering all relevant aspects for the best interest of those involved. In accordance with the school values, ISS welcomes the school community to share queries and feedback to staff and leadership.

Types of Complaints

When feedback has been given and further concerns or complaints arise from students, staff, parents or legal guardians, a number of additional steps can be taken, depending on the type of complaint. Possible complaint topics could include academic, pastoral, and other school-related complaints.

Academic Complaints

If the concern is about academic procedures or decisions such as grade level promotion, MYP & DP subject choices or other curriculum or IB-related concerns, or academic integrity (plagiarism), it is recommended to first discuss with the classroom teacher or curriculum coordinators (PYP, MYP, and DP coordinators). The situation is investigated and relevant school and IB policies and protocols are reviewed to determine the next steps.

Appealing IB-Related Decisions

This section specifically outlines the process for students to appeal decisions made by the school in relation to the International Baccalaureate (IB) programme, ensuring transparency, fairness, and accessibility in accordance with IB regulations.



Scope

This applies to all students enrolled in the IB programmes (PYP, MYP, and DP) at the school who wish to request a review or appeal of a decision made by the school regarding their participation, assessment, or eligibility in any aspect of the IB programme.

Requesting an Appeal

Students must submit a written appeal to the relevant IB Coordinator (PYP, MYP, or DP), clearly stating the decision being appealed, the grounds for the appeal, and any supporting evidence.

If the IB Coordinator was involved in making the original decision, the appeal should be submitted directly to the Head of Primary or Head of Secondary to ensure impartiality. If the Head of Primary or Head of Secondary were involved in making the original decision, the appeal should be submitted directly to the Head of School to ensure impartiality.

The appeal will be reviewed and involve consultation with relevant staff, IB coordinators, or documentation to ensure a fair consideration.

Mediation and Resolution

Where appropriate, the school may offer a meeting between the student, relevant staff, and the Head of Primary or Head of Secondary to discuss the appeal and seek a mutually acceptable resolution.

The outcome of the appeal, including any adjustments or decisions, will be communicated to the student in writing within a reasonable timeframe, normally ten (10) working days from receipt of the appeal.

Accessibility and Transparency

Information about the appeals process is made readily available to all students, through student handbooks, the school website, and IB coordinators.

Students are encouraged to seek guidance from their IB coordinator, teachers, or the Head of Primary or Head of Secondary if they are unsure how to submit an appeal.



The school ensures that all students understand that appeals are handled confidentially, fairly, and without prejudice to their standing within the school or the IB programme.

Pastoral Complaints

Similarly, regarding pastoral concerns, such as a students' wellbeing, it is recommended to involve the classroom/homeroom teacher or year coordinators (YC) as the main liaisons between students, parents, and the staff. The situation is investigated and relevant school and IB policies and procedures are reviewed to determine the next steps.

If the advised route stated above does not lead to a solution of the complaint, the issue can be further discussed with the relevant member of the Senior Leadership Team (Head of School, Head of Secondary, Head of Primary, or Business Manager), who will investigate further, meet with relevant stakeholders, and enact appropriate steps such as but not limited to:

- Discipline or reprimands
- Counselling
- A change in procedures

Other School-Related Complaints

If the concern is among specific individuals within the school community, it is advisable to first address the person or people directly in order to resolve the issue amicably. When necessary students should also involve their parents, classroom/homeroom teacher, or year coordinator for additional support. For staff complaints, refer to the ISS Grievance Procedures for further information.

If the advised route stated above does not lead to a solution of the complaint, the issue can be further discussed with the relevant member of the Senior Leadership Team (Head of School, Head of Secondary, Head of Primary, or Business Manager), who will investigate further, meet with relevant stakeholders, and enact appropriate steps such as but not limited to:

- Discipline or reprimands
- Counselling
- A change in procedures