



SCUOLA
RUDOLF STEINER
DI LUGANO ORIGLIO



Scuola Rudolf Steiner di Origlio

Complaints Policy and Procedure

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1. Purpose

Our policy, along with the accompanying procedures, is designed to assure families and all stakeholders that;

- Any complaint will be handled fairly, transparently, and promptly, with the goal of reaching a swift and satisfactory resolution.
- The school acknowledges that being open to questions and constructive criticism, and responding positively, can help improve practices and enhance the provision for students.
- Decisions made to address complaints will consider the best interests of everyone involved. Ultimately, responsibility for managing the school rests with the teaching team, the IBDP Coordinator, and the School Board.

2. Scope: who is this policy for?

Anyone with an interest in the school's activities (such as parents, guardians, students, or relatives) may submit a complaint. For simplicity, the term "parent" is used throughout, but the process applies equally to all complainants.

Complaints must be submitted in written form, either by email or letter. A complaint is defined as a clear expression of dissatisfaction regarding any specific aspect of the school's operations.

3. Stages of the complaints procedure

The Complaints Procedure consists of three stages: an initial Informal Stage (Stage 1) and two subsequent Formal Stages (Stages 2 and 3).

The goal of the school is to resolve complaints promptly and effectively by involving the most suitable person informally at Stage 1.

We understand that parents may sometimes wish to escalate a concern. This can still be done informally during the Informal Stage. However, if needed, the Formal Stage begins with "Stage



2: Further Investigation,” which offers a more structured path for parents to escalate their concerns.

In rare cases, after all stages of the procedure have been completed, a parent may still feel dissatisfied. If a parent seeks to reopen the same issue, the school reserves the right to notify them in writing that the procedure is complete and the matter is closed.

The timelines for each stage are outlined below. To meet school requirements, all complaints must be resolved within 28 days.

4. Whom to address with a complaint?

Unless the complaint involves a particularly sensitive issue, it is best directed to the person most closely involved in the matter. This typically includes the Homeroom Teacher, the class coordinator, the IB teaching board, or the school board.

5. Stages of Complaint

Stage 1: Information stage of the complaints procedure

Initially, a parent may address a concern directly with the school staff member most relevant to the issue. At this stage, it might be unclear whether the parent is making a formal complaint, seeking information, or simply misunderstood the situation. Regardless, the school aims to resolve the concern promptly and effectively at this point.

For complaints directed at the IBDP coordinator, IBDP administrator, or Head of School, this stage will always be handled directly by the school board.

The parent will be informed of the outcome of the investigation. However, details of any internal disciplinary action or steps involving another student or family, if applicable, will not be shared with the complainant.

If this informal process has been completed and, in the parent's view, no satisfactory solution has been reached, the staff member handling the complaint at the time will ask whether the parent wishes to proceed formally to Stage 2 of the procedure.



If so, the parent will be invited to submit the complaint to the IBDP coordinator using the School Complaint Form provided in Appendix 1 of this policy. The completed form should be sent to the IBDP coordinator, or, if the complaint involves or was initially addressed to the IBDP coordinator, to the school board, within five school days. If the Formal School Complaint Form is not submitted within this timeframe, the school may assume that the complaint has been withdrawn.

Stage 2: Referral for further investigation

The IBDP coordinator will acknowledge receipt of the written complaint or request for a meeting within three school days and will offer an opportunity to meet to discuss the issue. The IBDP coordinator will then investigate the complaint, typically providing a written response within ten school days. If more time is needed, a letter will be sent explaining the delay and giving a revised response date.

The written response will include the reasons behind the IBDP coordinator's conclusions and outline any actions the school intends to take to address the matter. However, any internal disciplinary actions or actions involving another student or family, if applicable, will not be shared with the complainant.

If the parent is still unsatisfied, they will be advised to notify the IBDP coordinator in writing within five school days to continue with the complaint process. The IBDP coordinator will then ensure that the parent is given the option to either present the complaint to a Complaints Panel at Stage 3 or request another resolution attempt by the school board at Stage 2.

Stage 3: Review by a Complaints Panel

Complaints rarely escalate to this level. However, when necessary, a Complaints Panel will review the complaint at this stage.

The School board president will send a written acknowledgment of the complaint and the request for a Stage 3 hearing to the parent within two school days. This acknowledgment will confirm that the complaint will be heard by a Complaints Panel within ten school days and will inform the parent of their right to submit additional documents (apart from the original complaint form) for the panel's consideration. These additional documents must be provided within three school days of receiving the acknowledgment. The complainant may bring one companion to the meeting but does not have the right to call witnesses.

The School board president—or the Chair of the Board, in the case of a complaint against the School board president—will arrange a meeting of the Complaints Panel, consulting all involved parties to determine a suitable time. The meeting date, time, and location will then be confirmed at least five school days in advance. The Chair of the Complaints Panel will provide

the names of all attendees and relevant documents to the parent, the Director and/or Head of School, and each panel member. This information will be shared as soon as possible, and at minimum, two school days before the meeting. Certain items, such as video footage, will not be shared with the parent to comply with data protection regulations.

The meeting will follow the complaint-hearing procedures outlined in Appendix 3. The Chair of the Complaints Panel will send a written decision to the parent and the Director and/or Head of School within three school days of the meeting. This outcome will also be recorded in the Complaints Log. The letter will clarify that the Complaints Panel's decision is final and that no further appeals are available.

Records of complaints

Records of all correspondence, conversations, and meetings with parents regarding informal complaints referred to the IBDP coordinator are maintained. The IBDP coordinator keeps a digital record of these informal complaints. This record is reviewed in regular one-on-one meetings with the school board to monitor for any ongoing or widespread issues, as well as recurring complaints.

6. IB Complaints Policy

This section outlines the procedures for handling complaints from IB parents, legal guardians, and students. The written guidelines in this document describe how complaints will be addressed. "IB programme decisions" refer specifically to decisions made by Scuola Rudolf Steiner staff or leadership teams that affect a student's participation in or completion of IB programmes and courses, as well as decisions impacting their preparation for further education. These decisions include, but are not limited to:

- Withdrawal from the IB Diploma due to academic misconduct related to Academic Integrity (procedures for Academic Integrity are covered in the Academic Integrity Policy for IB Diploma Students).
- Investigations of academic misconduct and accusations involving Academic Integrity (also addressed in the Academic Integrity Policy).
- Submission of internally and externally assessed work to eCoursework. Any delays in submitting internal assessments or essays must be justified in writing to the relevant subject teacher and the IBDP coordinator. The IB teaching team and coordinator may decide, at their discretion, to upload the most recent version received, whether it arrived after the deadline or before.



- Discrepancies between teacher-predicted grades and final moderated grades for the Extended Essay (EE), Theory of Knowledge (TOK), and other internally assessed work.
- Requirements for students to meet attendance and academic performance criteria in order to continue in the full IB Diploma programme.
- Decisions regarding the level of support provided for internally assessed work (written feedback is only given on one draft before students submit their final draft, and late submissions may not receive feedback).
- Declaring a student not in good standing with the school, leading to non-enrollment as an IB Diploma/retake candidate.
- Withholding IB candidate results or Diploma Certificates due to non-payment of school fees.
- Concerns about the quality of teaching, classroom facilities, or examination facilities.
- Pastoral care issues.

For all complaints listed above, the procedures to be followed are outlined in this document. The IB Coordinator is involved in investigating any complaints from students or parents related to the IB Programme.

If a student or parent wishes to appeal a grade or grades awarded by the IB after results are issued, they should follow the appeals process detailed in the “General Regulations: Diploma Programme.”