



COMPLIANTS AND APPEALS POLICY

**Reg. № 01/01-5 from
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Muhammad al-Khwarizmi Specialized School

Complaints and Appeals Policy

Programme(s): IB Middle years programme (Grades 5 - 9)

Version: 1.0

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Authors:

IB MYP coordinator (Lead Author)

Subject Teachers

Approved by:

Fazliddin Ismailov – Head of school

Review Cycle:

Annual (every April)

1. Policy purpose

Muhammad al-Khwarizmi Specialized School is committed to maintaining open, transparent, and respectful communication within its school community. This Complaints and Appeals Policy outlines clear procedures for addressing concerns, resolving disputes fairly, and ensuring that decisions related to teaching, learning, assessment, and school operations are made in line with the principles and expectations of the International Baccalaureate (IB).

This policy supports a culture of trust, collaboration, and continuous improvement, and ensures that all stakeholders are treated with dignity and impartiality.

2. Scope

This policy applies to students, parents and legal guardians, teaching and non-teaching staff, and school leadership, and covers complaints and appeals related to teaching and learning, assessment and reporting, student wellbeing and support, school procedures and communication, and the implementation of IB MYP requirements.

3. Guiding principles

The school ensures that all complaints and appeals are handled according to the following principles:

- ✓ Fairness, transparency, and confidentiality
- ✓ Timely and respectful communication
- ✓ Opportunity for all parties to be heard
- ✓ Resolution at the lowest appropriate level
- ✓ Alignment with IB Standards and Practices

4. Definitions

Complaint: An expression of dissatisfaction about a school-related matter where a resolution is sought.

Appeal: A formal request to review a decision, particularly related to assessment outcomes or disciplinary actions, when procedural fairness is questioned.

5. Complaints procedure

Stage 1: Informal resolution

Concerns should first be addressed informally through direct communication with the relevant teacher, homeroom advisor, or staff member. Many issues can be resolved effectively through open dialogue at this stage.

Stage 2: Formal written complaint

If the issue is not resolved informally, a formal written complaint may be submitted to the IB MYP Coordinator or a designated school leader. The complaint should include:

- ✓ A clear description of the concern
- ✓ Relevant dates and individuals involved
- ✓ Any supporting evidence

The school will acknowledge receipt of the complaint and initiate a review.

Stage 3: Leadership review

If the concern remains unresolved, the complaint will be reviewed by the School Leadership Team. A meeting may be arranged with the involved parties, and a written response outlining the decision and rationale will be provided.

6. Appeals procedure (assessment-related)

Students and parents may submit an appeal related to assessment decisions if they believe that IB MYP assessment criteria were not applied correctly, assessment procedures were not followed, or a significant procedural irregularity occurred. Appeals must be submitted in writing to the IB MYP Coordinator within a specified timeframe after the assessment outcome has been communicated, and will be reviewed using relevant assessment evidence and moderation records. The outcome of the appeal will be communicated in writing.

7. Confidentiality and records

All complaints and appeals are treated confidentially. Records are securely maintained by the school and used to inform policy review and school improvement processes.

8. Communication of the policy

This policy is:

- ✓ Shared with parents and students at admission
- ✓ Communicated to staff during induction
- ✓ Published on the school's official website

9. Policy review

The Complaints and Appeals Policy is reviewed annually by the School Leadership Team and the IB MYP Coordinator, taking into account stakeholder feedback, school data, and IB requirements. Updates are communicated to the school community in a timely manner.

10. Alignment with IB Standards and Practices

This policy aligns with the following IB Standards and Practices:

- ✓ A4: International-mindedness and learner profile
- ✓ A9 / A9a: Access and participation
- ✓ B1-5: Development and implementation of required policies
- ✓ B2-8: Student support systems
- ✓ C1-2: Collaborative leadership and reflection

11. Links to Other Policies

The Complaints and Appeals Policy at Muhammad al-Khwarizmi Specialized School (MAKSS) operates within a coherent and interconnected policy framework that ensures fairness, transparency, consistency, and accountability across all aspects of school life. The policy is closely aligned with other core school and IB policies to support effective resolution of concerns and informed decision-making.

Academic Integrity Policy

Complaints and appeals related to academic conduct, assessment decisions, or student work are addressed in alignment with the principles outlined in the Academic Integrity Policy.

This ensures that concerns regarding authenticity, ethical conduct, investigation procedures, and sanctions are handled consistently and fairly, in accordance with established school and IB expectations.

Assessment Policy

The Assessment Policy provides the framework within which assessment-related appeals are reviewed.

Appeals concerning assessment outcomes are evaluated with reference to IB MYP assessment criteria, moderation procedures, and documented evidence to ensure procedural fairness and consistency of judgement.

Language Policy

The Language Policy supports clarity and accessibility in the complaints and appeals process by ensuring that communication is clear, respectful, and understandable for all members of the school community.

Where appropriate, complaints and appeals may be communicated and explained using student- and parent-friendly language, with support for multilingual communication (Uzbek, English, and Russian).

Inclusion and Learning Support Policy

The Inclusion and Learning Support Policy ensures that complaints and appeals procedures are accessible to all students, including those with identified learning needs or disabilities.

Reasonable adjustments are made, where appropriate, to ensure equitable access to the process without compromising fairness or confidentiality.

Monitoring and Review

Quality Assurance Cycle

The Complaints and Appeals Policy is reviewed annually in April as part of the school's institutional quality-assurance cycle.

The review is led by the School Leadership Team in collaboration with the IB MYP Coordinator, drawing on records of complaints, appeals outcomes, and stakeholder feedback.

Recommendations arising from the review are submitted to the Head of School for approval to ensure transparency, accountability, and alignment with school-wide priorities.

Continuous Improvement Actions

Insights gained from complaints and appeals are used constructively to strengthen school practices and prevent recurrence of issues.

Information from the review process is used to:

- identify systemic concerns related to communication, assessment practices, or procedures;

- refine staff understanding of school policies and IB expectations through targeted professional development;

- improve clarity in policy communication and stakeholder engagement.

These improvement actions are integrated into the school's Professional Learning Plan and leadership review processes, reinforcing a culture of reflection, fairness, and continuous improvement in alignment with IB MYP Standards and Practices.

References

International Baccalaureate (2014) *Programme standards and practices*. Cardiff: International Baccalaureate Organization.

International Baccalaureate (2014) *MYP: From principles into practice*. Cardiff: International Baccalaureate Organization.

International Baccalaureate (2018) *Rules for IB World Schools: Middle Years Programme*. Cardiff: International Baccalaureate Organization.

International Baccalaureate (2020) *MYP assessment principles and practices*. Cardiff: International Baccalaureate Organization.

International Baccalaureate (2021) *General regulations: Middle Years Programme*. Cardiff: International Baccalaureate Organization.

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