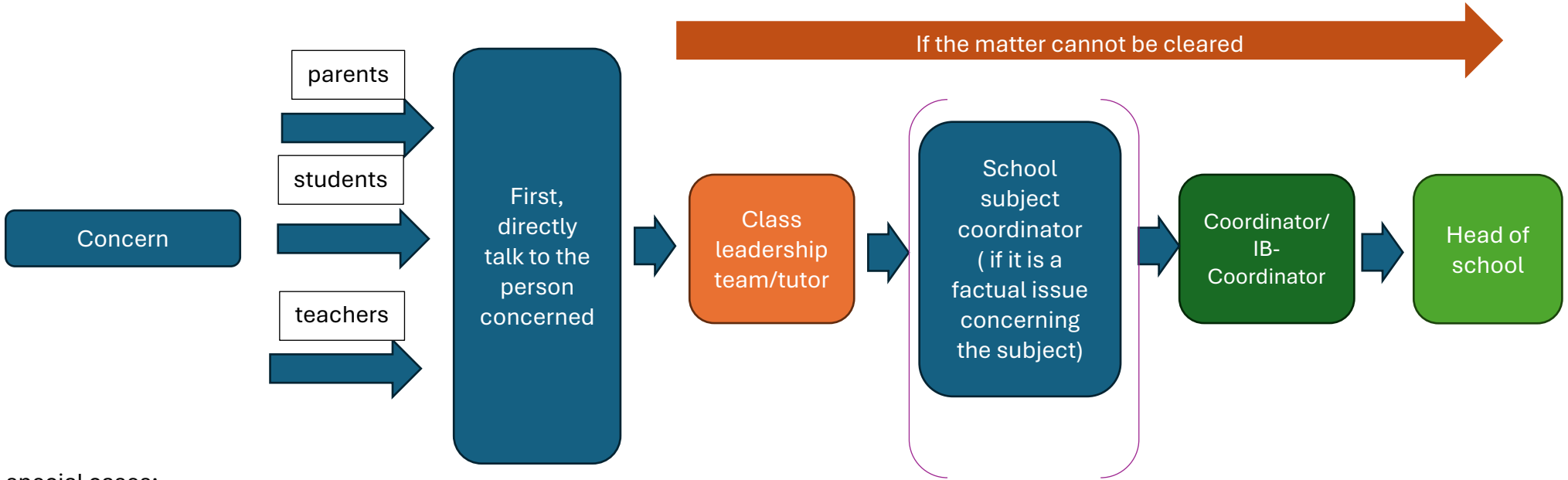
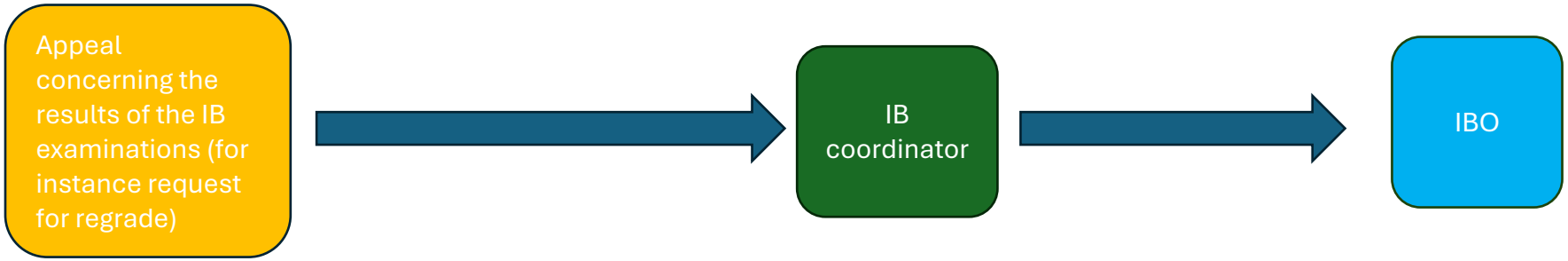
Parent or legal guardian and student complaints procedure

At Schillerschule, we have developed a communication etiquette that applies to both regular and IB students.
The following diagram shows an overview of the procedure.
The corresponding text is also attached.
To reduce it to two sentences, this means: **First, directly talk to the person concerned.**
Everyone endeavors to respond within 3 working days.



special cases:



The school's mission statement runs:
The school climate is characterised by an atmosphere of trust in which all people who learn and work with us feel valued and comfortable. In an open and cooperative environment, a diverse school life develops with broad opportunities for students and parents to shape and participate.

The realisation of our mission statement can only be successful if fairness, tolerance and openness are the foundations that determine our interactions with each other.

In the school day, opportunities for dialogue arise in a variety of contexts. Complaints and conflicts are not uncommon in school either. The introduction of clear and generally binding rules is intended to ensure that complaints and criticism are dealt with constructively. The following applies: We see conflicts, complaints and criticism as an indication and an impetus to clarify individual facts and relationships or to examine disagreements, mistakes and grievances with the aim of improving a situation in a concrete way.
The following **basic principles** are incorporated in the concept:
- We take all complaints seriously that are presented in a well-founded manner and do not avoid problems.
- We expect all parties involved to endeavour to resolve conflicts constructively.
- Complaints should always initially be dealt with between the people directly involved, with mutual respect and in an effort to reach an amicable settlement. Therefore, **talk to the person concerned first.**

Students
Students should first address their complaints to the person concerned and only then to the class leadership team. The class leadership team will then work to resolve the problem, if necessary involving other teachers, the school mediators, the counselling teacher or the school management. If the class leadership team is unable to solve the problem, the school management, usually initially represented by the school subject coordinators, will be consulted.

Parents and legal guardians
The first point of contact for parental complaints about teachers is the person concerned. If the conversation does not lead to a result, the class leadership team, the school subject coordinators and then the school management can be consulted. The parent representatives can accompany the discussions in a mediating capacity.

Teaching staff
Teaching staff communicate with those affected first. If this does not lead to a result, the school staff council and/or the school management will be involved.

Other complaints
(e.g. school caretaker, cleaning staff, secretariat)
Complaints about the above-mentioned groups of people are dealt with directly with the persons concerned. If no solution can be reached, complaints about the above-mentioned groups of people are addressed directly to the school management.

Contact:
The school and teachers can be contacted via the secretary's office (7:00 a.m. to 3:30 p.m.) or via iserv. However, if the contact partners have agreed, it is also possible to contact them directly via other means. All parties involved will endeavour to respond within three working days.

Distribution:
This policy is introduced to students and parents on obligatory information evenings at the start of each school year. Furthermore this policy is available on the school’s homepage.

Schillerschule Hannover

Reviewed: January 2025

Reviewer: Head of school/ Beate Günther and IB Coordinator Bernd Flügge

Author: IB Coordinator