



BEIJING CITY INTERNATIONAL SCHOOL  
北京乐成国际学校



# COMPLAINT POLICY

April 2023



## School Mission

The BCIS mission is to challenge and empower students to be compassionate and inspired people, who act for the good of all and for the sustainable development of the world.

## School Vision

BCIS will be widely respected as an inclusive school offering a model cosmopolitan education.

## School Philosophy As learners we value...



### 文 Wén

- curiosity, seeking understanding and enjoyment of lifelong learning
- academic achievement, physical well being, and personal success
- knowledge developed from diverse perspectives
- awareness and understanding of local and global issues

### 行 Xíng

- inquiry and risk-taking in a safe and caring learning environment
- academically rigorous challenge, achieved through a differentiated approach
- creative thought, critical reasoning, and inspired action
- open and respectful communication

### 忠 Zhōng

- shared responsibility for learning
- service to local and global communities
- commitment to environmental sustainability

### 信 Xìn

- respect for self and others
- cultural understanding and linguistic diversity
- the uniqueness of China

## School Motto

Empowering and inspiring through challenge and compassion

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| <b>Parent or legal guardian and student complaints procedures</b> | <p>Rules Article 6: Internal complaints procedure</p> <p>Article 6.1: The school must have in place written procedures for how it will deal with complaints and students' requests for appeals against IB programme decisions taken by the school, ensure that details of these procedures are made widely available and accessible to all students, and operate in accordance with such procedures.</p> <p>Article 6.2: The school must inform parents or legal guardians about the school's procedures for addressing complaints and students' requests for appeals of IB programme decisions taken by the school.</p> <p>Leadership 4.4: The school ensures that students and legal guardians are informed of the general characteristics of relevant programme(s) and how the school implements them. (0201-04-0400)</p> | <p>The school has written procedures for how it will:</p> <ul style="list-style-type: none"> <li>- deal with complaints towards the school or IB programme(s)</li> <li>- deal with students' requests for appeals against IB programme decisions taken by the school</li> </ul> <p>ensure that procedures are made available to all students.</p> |
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## **Above from the required docs list for the IB evaluation**

### **The BCIS Internal Complaints Procedure: IB programme**

The BCIS internal complaints procedure will assist parents and students who wish to address complaints about the IB programmes offered at BCIS and requests regarding the appeal process.

To enable BCIS to handle complaints effectively, efficiently and sensitively, the following procedure defined below will be adhered to.

## **Principles of the procedure**

The following principles will be applied throughout the complaints process and provide a framework for communication between parents, guardians and students and BCIS staff.

*Fairness - we aim to have a fair complaint procedure that ensures everyone is treated equally.*

*Courtesy - all communication in relation to this procedure should be based on mutual respect, trust and courtesy.*

*Accessibility - we aim to have a complaints procedure that is easy to understand, easy to access and well publicized.*

*Timeliness - we aim to ensure that all complaints are dealt with in a timely manner.*

*Effectiveness - the complaints procedure is monitored and reviewed to ensure continuity of effectiveness.*

*Attentiveness - we will guarantee that any complaints will be given the full attention of the school, listening carefully to all parties. Regular communication and updates will form part of the process.*

## **Making a complaint**

### **Stage 1: Informal Resolution**

In the first instance, the complaint or area of concern should be discussed directly with the staff member involved by following these steps:

- speak directly to the person responsible, outline the nature of the complaint OR
- write to the person responsible, outlining the nature of the complaint OR
- ask a friend to speak to the person responsible on your behalf

In most cases, the matter can be resolved quickly by following this model of informal resolution.

If your complaint is not resolved at this stage, then further action is as follows:

- contact the school counselor, seeking advice on further solutions or requesting the counselor to approach the person responsible on behalf of the student OR
- contact the Deputy Principal, Program Coordinator or Principal to seek further advice

The member of staff to whom the complaint is referred will investigate thoroughly and respond to the complainant within 5 working days. Should the matter not be resolved within 5 working days or in the event that a satisfactory resolution is not reached, then the complaint will be elevated to stage 2 as follows.

## **Stage 2: Formal Resolution**

If not already done so, submit the formal complaint in writing. Address the complaint to a Deputy Principal in the first instance. (or to the Principal if you are complaining about the Deputy Principal).

The complaint will be thoroughly investigated and a response made including a written report indicating any action taken.

If the decision is not deemed satisfactory by the complainant, the complaint will be elevated to stage 3 as follows.

## **Stage 3: Panel Hearing**

Submit, in writing, the complaint information to the Principal who will organize the following:

1. a hearing before a panel appointed on behalf of BCIS, consisting of the Head of School and two people who are not directly involved in the matters detailed in the complaint;
2. one person on this panel will be independent of the management and running of BCIS;
3. The parent or student may be accompanied to a panel hearing, e.g., a student may ask their parent to accompany them;
4. a written record will be kept of the process. The panel will make findings and recommendations. The complainant, Head of School and Principal, and where relevant the person who the complaint is directed at, are given a copy of any findings and recommendations. The records will provide details of the action taken by BCIS as a result of the complaint (regardless of whether the complaint was upheld).

Stage 3 will be completed (i.e. points 1-4 above) within 15 working days of your contact with the Principal and this represents the final stage in the complaints procedure.



## Follow BCIS



北京乐成国际学校BCIS

北京乐成国际学校

Beijing City International School

Beijing City International School

@BCISonline

### Main Campus

T +86 10 8771 7171

No.77 Baiziwan Nan Er Road, Chaoyang District, Beijing 100022, PR China

### ECC Campus

T +86 10 6770 0766

No.11 Dongbai Street, Chaoyang District, Beijing 100022, PR China

E admissions@bcis.cn

W www.bcis.cn