Policy Number: 54
Reviewed: September 2026
Next Review Cycle: September 2027
Ratified by the Advisory Board: January 2024

PARENTAL COMPLAINTS POLICY

1. Purpose:

The purpose of this policy is to provide a clear and structured process for parents and guardians to raise and resolve concerns or complaints related to any aspect of their child's education and experience at Kampala International School Uganda (KISU). The policy ensures that complaints are handled fairly, promptly, and with transparency, promoting constructive dialogue and striving for a satisfactory resolution at all stages.

2. Principles:

- **Fairness**: All complaints will be handled impartially and confidentially.
- **Accessibility**: The process is straightforward and clearly communicated.
- **Responsiveness**: Complaints will be addressed promptly and thoroughly.
- **Resolution**: Striving for a satisfactory resolution for all parties involved.

3. Informal Stage:

Step 1: Communication with Staff
Begin by discussing the issue informally with the relevant staff member (e.g. Class teacher, subject teacher). This can be done via email, phone, or in person.

Step 2: Escalation if Necessary
If the issue is not resolved, escalate it to the relevant Head of Department or Key Stage Coordinator.

4. Formal Stage:

Step 1: Written Complaint
If the issue remains unresolved, a formal written complaint should be submitted via email to the Head of Primary or Secondary, as appropriate. If the complaint relates to a whole-school matter, it should be addressed directly to the School Director. The complaint should clearly outline the nature of the concern, any steps already taken to resolve the issue and the desired outcome.

Step 2: Acknowledgement of Complaint
The Head of Primary or Secondary will acknowledge receipt of the complaint within 2 working school days. The acknowledgement will outline the proposed next steps and the anticipated timeline for addressing the complaint.

Step 3: Investigation

An investigation will be conducted by the relevant member of the school's Senior Leadership Team. This may involve meetings with the complainant and other relevant parties to establish the facts and understand the circumstances surrounding the complaint. All parties involved will be given a fair opportunity to share their perspectives and provide any relevant information or evidence. Where appropriate, written statements may be collected from students, staff members or other relevant individuals to support the investigation.

The investigation will be conducted objectively, fairly and impartially, with information treated confidentially and shared only with those who need to be involved in the process. Every effort will be made to complete the investigation within the agreed timeframe. If additional time is required, the complainant will be informed of the reasons for the delay and provided with an updated timeline.

Step 4: Resolution and Response

The Head of Primary/Secondary or School Director will provide a written response within 5 school days, detailing the findings and any actions to be taken in line with school policies.

5. Appeal:

Step 1: Appeal Request

If unsatisfied with the resolution, the parent/guardian can request an appeal, to be submitted within 5 working school days of receiving the resolution.

Step 2: Appeal Panel

An appeal panel (the Advisory Board), consisting of members not previously involved in the case, will be formed to review the decision.

Step 3: Final Decision

The appeal panel will provide a final decision within 15 working school days, which will be communicated in writing to all parties. This decision is final.

6. Confidentiality and Record Keeping:

All complaints and information shared throughout the complaints process will be treated confidentially and handled sensitively. Information will only be shared with relevant individuals where necessary to investigate and resolve the complaint.

Records of all complaints, including actions taken and outcomes, will be securely maintained for monitoring, evaluation and school improvement purposes.

The school's Data Protection Policy will be followed at all times to ensure that personal information is handled, stored and retained appropriately.

7. External Agencies:

If a satisfactory resolution is not achieved, parents/guardians may seek advice from external education authorities or legal counsel.

8. Contact Information:

For further assistance or to initiate the complaints process, please contact the School Director:
schooldirector@kisu.com
+256 752 711 880

Addendum:

Enquiry Upon Results Category 1 Re-mark for IB Diploma Programme Students

For Parents of IB Diploma Programme Students at Kampala International School Uganda (KISU)

In the pursuit of fairness and academic integrity, Kampala International School Uganda (KISU) recognises the importance of providing clear guidance for parents wishing to initiate an Enquiry Upon Results (EUR) for their child's International Baccalaureate (IB) examination results. This addendum to the Parental Complaints Procedure outlines the process for requesting a Category 1 re-mark.

1. Understanding Category 1 Re-mark:

A Category 1 re-mark involves a complete re-evaluation of the student's examination paper by a senior examiner appointed by the IB. This process is recommended when there is a belief that an error may have occurred in the initial marking.

2. Initiation Process:

Step 1: Initial Consultation
Prior to requesting a Category 1 re-mark, we advise parents to consult with the IB Coordinator at KISU. This consultation will provide an opportunity to discuss the student's results, the likelihood of a grade change, and any potential implications.

Step 2: Formal Request
Should parents decide to proceed, they will need to complete the 'EUR Request Form' and submit this in person to the IBDP Coordinator. The form is available upon request for each examination session from the IB Coordinator: ib.coord@kisu.com

3. Fees and Payment:

The IB Organisation charges a fee for each re-mark request. The specific fee details will be provided by the IB Coordinator at the time of consultation. Please note, if the re-mark leads to a grade increase, the fee will be refunded in full.

4. Timeline:

The request for a Category 1 re-mark must be made within 15 calendar days following the results release date. KISU will facilitate the submission to the IB Organisation promptly upon receiving the request and payment.

5. Outcome and Communication:

The IB Organisation will conduct the re-mark and communicate the outcome to KISU. The IB Coordinator will then inform the parents/guardians and student of the result. Please be advised, the remark process can take up to 18 days from the date of submission.

6. Appeal:

If the re-mark does not result in a grade change and there remain concerns over the marking or assessment process, parents have the option to escalate the enquiry to a Category 2 investigation. Guidance on this process will be provided by the IB Coordinator.

7. Confidentiality:

All communications and documents related to the EUR process will be handled with confidentiality and in accordance with the school's Data Protection Policy.

8. Contact Information:

For further details or to initiate a Category 1 re-mark, please contact the IB Coordinator: ib.coord@kisu.com

KISU is committed to supporting our students and parents through the EUR process, ensuring clarity, transparency, and accessibility at every step.