

## Complaint and Appeals Policy

### OTR International School

At OTR International School, we value feedback from our community and are committed to addressing any concerns promptly, fairly, and transparently. This policy outlines the procedures for raising general complaints as well as for appealing school decisions related to the IB programme.

#### 1. General Complaints

- Parents, guardians, students, or staff may raise concerns by writing to **direction@otrschool.lu**.
- Complaints will be acknowledged within **72 hours**.
- A formal written response will be provided within **10 working days**.
- If additional time is required, the complainant will be informed of the reason and the expected timeline.

#### 2. Appeals Against IB Programme Decisions

Students and families have the right to appeal decisions made by the school regarding their participation in the IB programme.

##### 2.1 Decisions That May Be Appealed

- Subject choice and level (HL/SL) allocation.
- Eligibility to register for IB assessments.
- Predicted grades and internal assessment decisions.
- Decisions regarding academic honesty.
- Access to inclusive assessment arrangements (if requested but denied).
- Promotion/progression within the IB programme.

## 2.2 Appeals Procedure

### 1. Initial Request for Review

- The student (or parent/guardian) submits a written request for review to the IB Coordinator within **5 working days** of the decision.

### 2. Review by IB Coordinator

- The IB Coordinator reviews the case with relevant teachers and provides a written response within **10 working days**.

### 3. Formal Appeal to School Direction

- If the matter remains unresolved, the student/parent may submit a formal written appeal to the School Director within **5 working days** of receiving the IB Coordinator's response.
- The Director will convene an **Appeals Panel** consisting of the Director, the IB Coordinator, and one teacher not directly involved in the case.

### 4. Appeals Panel Decision

- The panel will review all evidence, meet with the student/parent, and issue a written decision within **10 working days**.
- This decision will be final within the school.

## 2.3 Record Keeping

All complaints and appeals will be documented and securely stored. Summaries will be reviewed annually to ensure fairness and consistency.

### 3. Escalation to the IB

If the appeal relates to an IB assessment decision (e.g., an enquiry upon results or re-mark), the school will guide families on the official **IB Appeals Procedure** as outlined by the International Baccalaureate Organization.

### 4. Confidentiality

All complaints and appeals are treated with strict confidentiality and handled in line with GDPR and Luxembourg law.