



APPROVED BY
Directive no 133
of the Head of School
of Miina Härma Gümnaasium
14th June 2022

MHG Complaints Procedure

At Miina Härma Gümnaasium, we are proud of our friendly and open atmosphere and our tolerance and respect for each other. If you have any questions or complaints, we would like to hear about them as soon as possible so they can be resolved to the satisfaction of everyone involved.

We prefer if complaints can be dealt with in an informal and friendly manner. If this is not possible then the procedure detailed below should be used.

To ensure the complaints process is effective, the following principles are applied:

- **Fairness** – we aim to have a fair complaints 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, and easy to access.
- **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 it continues to be effective.
- **Attentiveness** – you will be given the opportunity to put forward your complaint, and you can be assured that we are listening.



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Step 1: Informal Resolution

We prefer if complaints can be dealt with in an informal and friendly manner by the individuals involved. If a student or parent has a complaint about a member of staff, they should

- speak directly to the person responsible, if appropriate or
- write to the person responsible, outlining the nature of the complaint.

If your complaint is not resolved, then you should

- contact the Homeroom teacher and ask for advice on what to do or ask them to speak to the person responsible on your behalf or
- If the complaint is about the Homeroom teacher then contact the IB Coordinator or the school's Educational Counsellors to ask for advice on what to do.

The member of staff to whom the complaint is referred to will investigate it and respond as soon as possible. Should the matter not be resolved by conducting these steps then you can proceed with formal resolution.

Step 2: Formal Resolution

If your complaint is not resolved, it may be necessary to make a formal complaint in writing. You should address your complaint to the Head of School by submitting it through Studium or sending it to the official email address.

In the written complaint, please provide as much information as possible about the nature of your complaint and the departments or services involved. Specifically, you must supply us with the following:

- Your name, a contact address and telephone number or email address to allow us to contact you with regards to the complaint.
- The details of your complaint including any previous attempts to resolve the matter and copies of all relevant documentation (where available).

The complaint will be investigated, dealt with, and a written response will be sent.



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Disputing a grade or assessment result

According to the Assessment Policy of MHG, the student has the right to dispute their grade or assessment result by following these steps.

General Procedure:

1. The grade or assessment result can be disputed by the student that has received the grade, or by their legal guardian.
2. In order to dispute the grade, it is required to contact the subject teacher first. After that, when necessary, the Head of School can be contacted with a written application stating the reason for the complaint within ten days after the release of the grade or assessment result.
3. To dispute a diligence or behaviour grade, the Homeroom teacher must be contacted first. If needed, the Head of School should be contacted and given a written application stating the reason for the complaint within ten days after the release of the grade or assessment result.
4. The IB DP Coordinator or Head of School will consult with the subject teacher and/or Homeroom teacher to make a decision about the grade. The Head of School will inform the person disputing the grade within five working days from making the decision.

IB Diploma Programme Procedure

1. The grade or assessment result can be disputed by the student that has received the grade, or by their legal guardian.
2. To dispute an IB DP academic or effort grade, the Homeroom teacher must be contacted first. If needed, the IB DP Coordinator should be contacted and given a written application stating the reason for the complaint within ten days after the release of the grade or assessment result.
3. The IB DP Coordinator will consult with the subject teacher and/or Homeroom teacher to make a decision about the grade. The IB DP Coordinator will inform the person disputing the grade within five working days from making the decision.
4. To submit an appeal to the IB to re-evaluate a decision affecting a candidate for the Diploma Programme, the procedure and requirements listed in the document [Diploma Programme: Assessment appeals procedure](#) must be followed.