

IBDP-Related Grievance Procedure

Last reviewed December 2024

“UWC makes education a force to unite people, nations and cultures for peace and a sustainable future.” (UWC Mission Statement, 2006)

Introduction

A grievance is a complaint regarding a decision or situation that someone considers incorrect or unfair.

This policy applies to grievances from students or their parent(s)/guardian(s) which are directly related to the student’s course of study in the International Baccalaureate Diploma Programme (IBDP). This may include matters related to academics (e.g. language or mathematics placement, subject changes, grading) or to CAS (e.g. determination of whether a student has fulfilled the CAS requirements).

This policy does not apply to other areas of the school, such as residential life or disciplinary hearings. (The process for disciplinary hearings, including any appeals, is outlined in the Student Handbook.)

The objective of this policy is to have any IBDP-related grievances resolved fairly, promptly, respectfully, and, in an organizational sense, at an appropriate level.

Procedure

Whenever possible, before reporting a formal grievance, the student involved should seek to resolve their concern through a respectful conversation with the staff member who is most directly involved (e.g. their teacher or their CAS leader/supervisor). The student may invite their Personal Tutor or another staff member to accompany and support them in that conversation. Note that students are welcome to point out any objective mistakes in marking (e.g. where credit was mistakenly not given for a correct answer) and to ask teachers for clarification to understand the marking or grading on any individual assessment; however, students may not lobby teachers to change an achieved or predicted grade.

If that initial conversation does not resolve the concern, the student should next speak with the Director of Studies (for academic matters) or with the CAS Coordinator (for matters related to CAS). Again, the student may invite their Personal Tutor or another staff member to accompany and support them in that conversation.

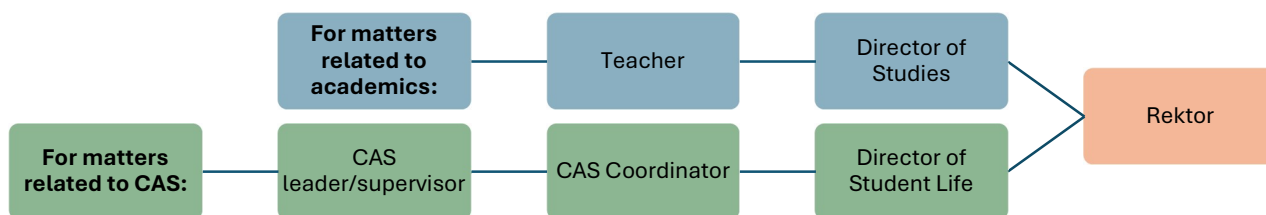
If that conversation still does not resolve the concern, then a grievance should be submitted in writing, including a clear explanation of the situation, the grievance, and any circumstances or evidence which the aggrieved person believes should be considered. The person receiving the grievance should take at least 24 hours to consider and evaluate the information provided. They may gather additional information and/or consult with other individuals to seek further clarification or input before reaching and sharing a decision. They may also communicate with the student and/or their parent(s)/guardian(s) directly to better understand the concern or to work together to find a resolution.

Written grievances related to academics should first be addressed to the Director of Studies; grievances related to CAS should first be addressed to the CAS Coordinator. If the student or their parent(s)/guardian(s) do not consider that a satisfactory resolution has been reached within one week, they may report their grievance to the next person in the organizational structure (see below). If the

Rektor is unable to provide a resolution which they consider satisfactory, the aggrieved person(s) have recourse to the legal system within Freiburg.

One of the UWC values is “Mutual responsibility and respect”. Throughout and after any grievance procedure, all parties involved are expected to live up to this value, seeking to listen, to understand, to empathize, and to demonstrate respect in both language and action. Students may not be subject to any form of retaliation for raising concerns or for reporting grievances in good faith.

Organizational structure for IBDP-related grievances:



Policy details

This policy is to be published on the school website. The Director of Studies (DOS) and the Rektor have the primary responsibility to ensure its implementation. Under the guidance of the DOS, and with input from key stakeholders, this policy should be reviewed and updated at least once every three years. The date of last review is noted on the first page.