



Qingdao Amerasia International School IB COMPLAINTS AND APPEALS POLICY

Last revised: August 2025

Our Mission:

QAIS strives to inspire a lifelong love of learning through a holistic, child-centered, inquiry-based approach and nurture courageous global citizen who help build a peaceful world.

Our Vision:

To help light the world by becoming the best possible versions of ourselves.

Our Core Values:

Academic Excellence, Creativity, International Mindedness, Well-Being, Diversity

1. Our Mission, Vision, and Core Values

Our Mission: QAIS strives to inspire a lifelong love of learning through a holistic, child-centered, inquiry-based approach and nurture courageous global citizen who help build a peaceful world.

Our Vision: To help light the world by becoming the best possible versions of ourselves.

Our Core Values: Academic Excellence, Creativity, International Mindedness, Well-Being, Diversity.

2. Policy Philosophy

At Qingdao Amerasia International School (QAIS), we believe in fostering a culture of open dialogue and mutual respect. We understand that occasionally, concerns or disagreements can surface. Our commitment is to address these situations promptly and impartially. This policy outlines the steps to be followed when lodging complaints and appealing against decisions related to the IB programme made by the school.

3. Grievance Procedure

- a. In the event of any grievance, students or parents/guardians should initially seek to resolve the matter informally through a conversation with the concerned staff member or teacher.
- b. Should the concern persist, a formal written complaint can be submitted to the school's administration. This should include a clear description of the issue, pertinent details, and any supporting evidence.
- c. Upon receipt of the complaint, the school will acknowledge it within three working days and commence an investigation.
- d. An unbiased party appointed by the school will conduct the investigation, gather relevant information, interview involved parties, and evaluate the situation.
- e. The school will aim to resolve the complaint within 15 working days from the date of receipt. If further time is required, the complainant will be notified about the delay and kept informed about the progress.
- f. Upon conclusion of the investigation, the school will provide a written response to the complainant, summarizing the findings and outlining any actions taken or recommended.

4. Appeals Procedure for IB Programme Decisions

- a. If a student, parent, or guardian wishes to challenge an IB programme decision made by the school, they should first discuss their concerns with the relevant IB coordinator or teacher.
- b. If the issue remains unresolved, the student can submit a written appeal to the school's administration. The appeal should clearly state the decision being contested, the grounds for the appeal, and any supporting evidence.
- c. Upon receipt of the appeal, the school will acknowledge it within three working days and initiate an appeals process.
- d. An impartial appeals committee, comprising relevant staff members and, if necessary, external experts, will be formed to review the appeal.
- e. The committee will conduct a comprehensive assessment of the appeal, considering all relevant information and documentation.
- f. The committee aims to provide a written response to the student within 20 working days of the date of receipt. If additional time is needed, the student will be informed of the delay and provided with regular updates on the progress.
- g. The decision of the appeals committee will be final and binding.

5. Accessibility of Procedures:

- a. QAIS will ensure that the complaint and appeals procedures are easily accessible to all students and parents/guardians via the student handbook, the school's website, and other communication channels.
- b. The procedures will be presented in a clear and comprehensible format, ensuring that students and parents/guardians are fully aware of their rights and responsibilities.
- c. The school will regularly review and update the procedures as necessary, ensuring they remain accessible and in line with best practices.

6. Policy Review Procedures

QAIS aims to review our Assessment Policy at the end of each academic year to ensure that it is coherent with any changes in the student and community demographics, IB documentation, accreditation (e.g. CIS, Montessori) standards, and that policy and practice are aligned. These reviews will take place in collaborative planning meetings including the following stakeholders:

- a. Student representatives
- b. Parent representatives
- c. Teacher representatives
- d. IB Programme Coordinators
- e. School Principals
- f. Head of School