



**Parent or legal guardian and student complaints procedure
at Monnet International School**

Legal grounds:

Act of 14 June 1960 - Code of Administrative Procedure (consolidated text: Journal of Laws of 2000, No. 98, item 1071). Regulation of the Council of Ministers of 8 January 2002 on the organization of acceptance and review of complaints and motions (Journal of Laws of 2002, No. 5, item 46).

§1

GENERAL RULES

1. At the school, persons submitting complaints or motions are received by:
 - the Head of School
 - Deputy Head of School
 - Programme Coordinators
 - Administration personnel during office hours
2. School office hours are published on the school website.
3. Complaints and motions may be submitted in writing or by e-mail, as well as orally for the record.
4. A school employee who receives a complaint regarding their activities is obliged to immediately forward it to the Head of School.
5. A template of the protocol referred to in item 4 constitutes Attachment No. 1 to this procedure.
6. The Head of School keeps a register of complaints and motions. The template of the register is also included in Attachment No. 1.
7. Complaints and motions that do not contain the name and surname and address of the applicant are also entered into the register—anonously.
8. The register of complaints includes the following sections:
 - ordinal number,
 - date of receipt,
 - date of registration,
 - address of the person or institution filing the submission,
 - subject of the complaint/motion,



- deadline for review,
- name and surname of the person responsible for the review,
- date of resolution,
- short description of how the matter was handled,

Letters addressed to the school are not entered into the register.

§2

QUALIFYING A COMPLAINT OR MOTION

1. Cases are classified as complaints or motions by an administration employee.
2. Each case classified as a complaint or motion is entered into the register.
3. If the subject of the complaint or motion cannot be determined, the Head of School requests clarification, stating that failure to clarify the matter will result in the case not being processed.
4. Anonymous complaints/motions remain unprocessed after registration.
5. The Head of School may use information contained in anonymous submissions within the scope of pedagogical supervision.

§3

REVIEW OF COMPLAINTS AND MOTIONS

1. Complaints and motions are reviewed by the Head of School or a person authorized by the Head.
2. Documentation prepared during the process includes:
 - original complaint/motion,
 - official note describing the method and results of the review,
 - supporting materials,
 - confirmation that the response was sent,
 - other documents if required.
3. The response to the applicant should include:
 - name of the issuing authority,
 - information on how the matter was resolved, addressing all points raised,
 - factual and legal justification if the complaint/motion is rejected,



- name of the person reviewing the case.

Full documentation is kept in the school office.

§4

DEADLINES FOR REVIEW

1. Complaints/motions are considered without undue delay.
2. Deadlines:
 - up to 14 days when explanatory proceedings are required,
 - up to one month for particularly complex matters.
3. Within seven days the school will:
 - forward the complaint/motion to the appropriate authority and notify the applicant OR return it to the applicant with guidance on the correct authority,
 - notify the applicant of an extended review deadline, explaining the reason,
 - request additional information from the applicant,
 - respond in the case of a repeated complaint/motion without new circumstances.

§5

APPEALS OF SCHOOL OR PROGRAMME-RELATED DECISIONS

1. Right to Appeal

Students (or parents/guardians where applicable) may submit an appeal requesting the review of a decision made by the school related to a student's academic progress, assessment, placement, conduct, academic integrity, programme participation, or other programme-related determinations.

2. Grounds for Appeal

An appeal may be submitted on the basis of:

- procedural irregularity,
- new significant evidence unavailable during the original decision,
- a decision that appears unreasonable based on available information.

3. Submission and Timelines



Appeals must be submitted in writing within 7 school days of receiving the decision.

A standard Appeal Form (Attachment No. 2) may be used.

4. Stages of Appeal Review

Stage 1: Review by the Programme Coordinator or designated staff not involved in the original decision.

Written response issued within 14 school days.

Stage 2: If the appellant is not satisfied, the appeal may be submitted to the Head of School within 7 school days of the Stage 1 decision. A final decision will be issued within 14 school days.

5. Impartiality

No individual involved in the original decision may participate in the appeal review.

6. Record Keeping

Appeal records are kept separately from the complaint/motion register.

7. Relationship to External Procedures

Appeals concerning externally awarded results (e.g., IB assessments) follow the procedures defined by the examining organization, communicated to families by the Programme Coordinator.

§6

AVAILABILITY OF PROCEDURES

1. This Procedure (Complaints, Motions, and Appeals) is made available to all students, parents, and staff through:

- the school website,
- the student and parent handbook,
- the school's digital platforms (e.g., LMS, online portals).

A student-friendly summary of the procedures is provided as an infographic displayed in the school corridor.

The procedures are explained to students at the beginning of the school year and reviewed at key stages of each educational programme.

The school informs students and parents/ legal guardians of the general characteristics of IB PYP, IB MYP, IB DP and national programmes and how the school implements them via the electronic register, website and at parents-teachers meetings.



All the rights and responsibilities of students and their parents or legal guardians are described in detail in the school's statutes, which are available on the school's website, together with a description of the grading and appeals procedure. These procedures are available to every student and parent/legal guardian, who when a student is admitted, are obliged to confirm having read the document.

§7

EXAMPLES OF SUBMISSIONS

1. Examples of Complaints (may include):

- concerns about teaching and learning processes,
- concerns regarding student supervision or safety,
- concerns about communication or administrative procedures,
- concerns related to implementation of the programmes.

2. Examples of Motions/Requests for Improvement (may include):

- suggestions to improve school routines or facilities,
- requests for support services or additional learning opportunities,
- proposals to enhance student well-being or school culture.

3. Examples of Appeals (may include):

- requests to review decisions about academic placement,
- appeals related to assessment or academic integrity,
- appeals concerning student progression or participation in programmes.

4. Anonymous Submissions

- feedback without identifying details is registered but may not be processed unless needed for safety or supervision.

Warsaw, 15th January 2026



Attachment no 1

Register of complaints and motions part 1

No	Date received	Registration date of the complaint/motion	Name surname/ name of company and address of person lodging the complaint/motion	Summary of the complaint/motion
1	2	3	4	5



Register of complaints and motions part 2

Deadline for reviewing the complaint/motion	Name and surname of person responsible for handling the complaint/motion	Date complaint/motion is resolved	Summary of how the matter was handled	Deadline for implementing issued recommendations
6	7	8	9	10