

IB Parent and Student Complaints and Appeals Procedure

2026–27

Scope	Year 12 – Year 13
Policy owner	Head of School (Principal)
Operational lead	Relevant school lead / IB DP Coordinator
IB alignment	Culture through policy implementation (0301); current IB assessment appeals procedures
Review cycle	Annual

IB Mission

“The International Baccalaureate® aims to develop inquiring, knowledgeable and caring young people who help to create a better and more peaceful world through intercultural understanding and respect.

To this end the organization works with schools, governments and international organizations to develop challenging programmes of international education and rigorous assessment.

These programmes encourage students across the world to become active, compassionate and lifelong learners who understand that other people, with their differences, can also be right.”

The Sultan's School Mission Statement

“The Sultan's School is a co-educational school offering a bilingual Arabic-English education from early childhood to pre-university. The school seeks to provide a broad and balanced education to the highest quality which reflects and strengthens the Omani and Islamic culture while encouraging an international perspective and developing critical, creative thinking in its students.”

IB Learner Profile

The IB learner profile aims to develop learners who are:

Inquirers	Knowledgeable
Thinkers	Communicators
Principled	Open-minded
Caring	Risk-takers
Balanced	Reflective

Assessment at TSS is grounded in the school's educational mission and aligned with the philosophy and principles of the International Baccalaureate.

1. Purpose and scope

This procedure sets out how The Sultan's School (TSS) handles complaints relating to the delivery of the IB Diploma Programme and appeals against IB programme decisions made by the school. It is intended to provide a fair, accessible and timely route for students, parents and legal guardians.

It is separate from formal appeals against decisions made by the International Baccalaureate itself. Those appeals are governed by current IB regulations and are summarised in Section 6.

2. Principles

- Fairness – complaints and appeals are considered impartially and on the available evidence.
- Courtesy – communication should remain respectful and professional.
- Accessibility – the procedure is written clearly and made available to students and families.
- Timeliness – concerns are addressed promptly and within the stated school timelines where practicable.
- Effectiveness – outcomes and recurring themes are reviewed to improve school practice.
- **Confidentiality and non-retaliation – information is shared only with those who need it to review the matter, and no student or family will be disadvantaged for raising a concern in good faith.**

3. Stage 1: Informal resolution

Most concerns should first be addressed through direct communication with the staff member involved, in person, by email or in writing. If the matter remains unresolved, the student or parent/legal guardian may seek support from the relevant Head of Faculty, Head of Year, counsellor, IB DP Coordinator or Head of Secondary, as appropriate. For Diploma Programme matters, the IB DP Coordinator may refer concerns directly to either the Principal or the Head of Secondary in line with the school's reporting structure.

Where a matter requires leadership review, the Principal has overall oversight. The Principal may ask the Head of Secondary or IB DP Coordinator to investigate or support resolution where appropriate. The school will normally respond within five working days; if a full response is not possible within that time, the complainant will be informed of the reason and the expected response date.

4. Stage 2: Formal complaint

A formal complaint should be submitted in writing to the Principal. The Principal may appoint the Head of Secondary, IB DP Coordinator or another appropriate senior member of staff to investigate, provided that person has not been directly involved in the matter. If the complaint concerns the Principal, it should be submitted to the Chair of the Governing Board or a designated governor.

The complaint will be investigated by a person who has not been directly involved in the matter wherever practicable. The complainant and relevant staff will have an opportunity to provide information, and a written outcome will normally be issued within ten working days. Where more time is required, the school will explain the reason and provide a revised date.

5. Stage 3: Review / panel hearing

If the complainant remains dissatisfied, a written request for review may be made to the Principal. The Principal will arrange an independent review or panel hearing. Where the Principal is the subject of the complaint or has already made the decision under review, the request should be made to the Chair of the Governing Board or a designated governor.

A panel of at least two members who were not directly involved in the original matter will review the complaint. The student or parent/legal guardian may be accompanied by a representative. A written record will be maintained and the panel will normally issue its findings and recommendations within 15 working days.

6. Appeals concerning IB programme decisions

6.1 Decisions made by the school

Students should first discuss an academic or programme decision with the relevant teacher or Head of Faculty. If unresolved, the matter should be referred to the IB DP Coordinator, who may consult the Head of Secondary and/or Principal as appropriate. The IB DP Coordinator reports to both the Principal and Head of Secondary and may escalate a matter directly to the Principal where a senior review is required.

The Principal undertakes the final internal review of school-made IB programme decisions, or appoints an independent reviewer where appropriate. If the Principal made or materially participated in the original decision, the review is undertaken by a designated governor. The reviewer considers whether the decision was made fairly, consistently, on relevant evidence and in accordance with school and programme requirements.

6.2 Decisions made by the IB

Formal appeals against decisions made by the IB are not determined through the school complaints stages above. They follow the current IB Diploma Programme: Assessment appeals procedure.

IB appeals may concern results after the appropriate Enquiry upon Results route has been exhausted, a decision upholding academic misconduct (not the level of penalty), adverse circumstances, inclusive assessment arrangements after the required re-evaluation process, or certain other IB administrative decisions affecting results.

A Stage 1 IB appeal can only be requested by the Principal or IB DP Coordinator. Where permitted by the IB procedure, a Stage 2 appeal may also be requested directly by the candidate or legal guardian if the Stage 1 outcome is unsatisfactory. Current IB eligibility requirements, deadlines and fees apply; TSS will advise families on the applicable route and submit school-led requests where required.

7. Records, communication and review

The school will keep appropriate records of formal complaints, evidence considered, decisions and outcomes. Records will be handled confidentially and retained in accordance with school data-protection requirements.

This procedure will be available through the school website or parent portal and communicated to students and parents/legal guardians as appropriate. It will be reviewed annually, and earlier where changes to IB requirements, Omani requirements or school practice make this necessary.

Related policies and documents

- **Assessment Policy**
- **Academic Integrity Policy**
- **Inclusion Policy**
- **Access and Admissions Policy**
- Complaints and Appeals procedures / school governance procedures
- **Current IB Diploma Programme: Assessment appeals procedure**
- **Current IB programme regulations and assessment procedures**

Reference base

- The Sultan's School published programme and policy information.
- Applicable Ministry of Education requirements in the Sultanate of Oman.
- Current International Baccalaureate programme regulations and assessment appeals procedures.