



REPUBLIKA HRVATSKA

XV. GIMNAZIJA

Program međunarodne mature
International Baccalaureate Department
Zagreb, Jordanovac 8, Croatia



COMPLAINTS AND APPEALS PROCEDURE for MYP and DP

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1. Purpose

This procedure provides a clear, fair and transparent process through which students, parents/legal guardians and staff can raise concerns, submit formal complaints and appeal to decisions related to the implementation and delivery of the IB Middle Years Programme (MYP) and Diploma Programme (DP) in XV. gimnazija.

2. Scope

The procedure applies to all members of the IB school community and covers teaching, learning, assessment, wellbeing, communication, programme administration, academic integrity, implementation of IB policies and student support.

3. Who May Submit a Complaint?

Students, parents/legal guardians and staff members may raise concerns or complaints.

4. What Can Be the Subject of a Complaint?

- Teaching quality and curriculum delivery
- Assessment practices, and feedback, reporting grades
- Communication between school and families
- Student support and wellbeing
- Implementation of Academic Integrity, Assessment, Inclusion and Language Policies
- Fairness, consistency and respectful treatment.

5. Guiding Principles

- Accessibility
- Respect
- Confidentiality
- Procedural fairness
- Timely resolution
- Accurate record keeping
- Resolution at the lowest appropriate level

6. Complaints Procedure

The school encourages all concerns to be addressed and resolved at the lowest appropriate level whenever possible. Formal complaints and appeals should normally be initiated only after reasonable attempts have been made to resolve the issue through direct communication with the relevant member of staff.

7. Formal Complaint Information

A formal complaint submitted in written form though e-mail, sent to relevant persons, as stated below, should include: complainant name, student name (if applicable), contact details, description of concern, actions (already) taken, supporting documents and desired outcome, if possible.

Stage 1 - Informal Resolution

The complainant should first contact the staff member most closely connected to the issue, such as a subject teacher, homeroom teacher, counsellor, CAS Coordinator, Extended Essay supervisor, MYP Coordinator or DP Coordinator, to their official school e-mail addresses.

Stage 2 - Formal Complaint

If unresolved, a written complaint may be submitted to the relevant MYP or DP Coordinator, to their official e-mail addresses (dkos@mioc.hr or zfranic@mioc.hr). A written response will normally be provided within 10 school days. If the coordinator holds it necessary, where appropriate, matters may be referred to the Class Council or Teaching Council of XV. gimnazija.

Stage 3 - Review by the Principal

If the matter remains unresolved, the complainant may request a review by the Principal, submitted in written form, though e-mail sent to xvg@mioc.hr. The Principal may meet with all parties and will issue a written decision within 10 school days.

8. Academic Appeals

Appeals against final subject grades and conduct grades follow the provisions of the Statute of XV. gimnazija and applicable Croatian regulations.

9. Academic Integrity Concerns

Concerns related to plagiarism, unauthorized assistance, misuse of AI, cheating or breaches of the Academic Integrity Policy raised by a teaching staff member, will be investigated according to the School Academic Integrity Policy and relevant IB regulations.

10. Appeals Against Final Subject Grades

A student, parent or legal guardian who is dissatisfied with a final subject grade may submit a request to the Teachers' Council within two days (48 hours) of the end of the school year, submitted in written form, though e-mail sent to xvg@mioc.hr. The Teachers' Council appoints a three-member committee. The assessment is normally organized within two days and may include written and oral components, depending on the subject requirements. The committee determines the final grade by majority vote. The committee grade is final and may not be lower than the original grade.

11. Appeals Against Conduct Grades

A student, parent or legal guardian who is dissatisfied with a conduct grade may request a review by the Teachers' Council within two days of the end of the school year. The decision of the Teachers' Council is final.

12. IB Assessment Results and Enquiry Upon Results (EUR) in the DP

Once official IB results are released, awarded grades may be challenged only through the official IB Enquiry Upon Results (EUR) process.

- Category 1: Re-mark of externally assessed work
- Category 1 Report: Detailed mark information
- Category 2: Return of externally assessed materials
- Category 3: Re-moderation of internally assessed samples

Before any EUR request is submitted, the DP Coordinator will explain to students and parents deadlines, fees, possible outcomes and risks. Written consent of the candidate/parent is required before submission. Grades may increase, decrease or remain unchanged. EUR deadlines are strict (typically 15 September for May session candidates). Appeals beyond EUR must follow the official IB Appeals process outlined in the *General Regulations: Diploma Programme*.

13. Confidentiality and Record Keeping

Records of formal complaints, investigations, decisions and appeals will be maintained securely and handled in accordance with applicable data protection requirements.

14. Publication and Review

This procedure shall be published on the school website and reviewed annually by the School Leadership Team.

Figure 1. Complaints and Appeals Escalation Path

