



SPOJENÁ ŠKOLA
Gymnázium Jura Hronca a Základná škola
Košická



Novohradská 3, 821 09 Bratislava
Tel: +421 2 210 28 300 Email: riaditel@gjh.sk

PARENT/ LEGAL GUARDIAN AND STUDENT COMPLAINTS **PROCEDURE**

This document has been created to make the parent/legal guardian and student complaints and queries procedure available. Our school Spojená škola Novohradská has always aimed at providing an excellent quality of teaching and learning. We value views or feedback provided by all the members of the school community. We try to listen to the school community requests and queries, we try to give answers and discuss situations present in the views or feedback given to us. To prevent the school community from complaints, to maintain the high standard of education and services we offer, and also to continue to improve, the school has also developed **the school's code of conduct**. It helps the school community to handle the queries effectively. The school's code of conduct is reviewed and updated annually and is made available to the whole school community (https://www.gjh.sk/informacie/dokumenty/skolsky_poriadok_2022.pdf) also in English. All members of the school community are thus generally informed about the organisation of a school day, students' and teachers' rights, responsibilities, principles of assessment, reprimands, appraisals and safety at school and also consequences of breach of these rules.

Apart from the school's code of conduct, each class of international programme can decide on its own **essential agreements** which are then made available to all the students, parents and teachers in the respective classroom. In addition, all the members are informed about consequences of breach of these agreements.

Respective members of the school community need to determine if the issues/queries relate to a matter that can be dealt with and thus resolved informally.

Teachers, coordinators and heads of national and international programmes are available to meet other members of the school community in order to discuss the queries in person, or to handle them via phone or email. The school will aim to respond to the email within 30 calendar days. All queries are discussed with the respective body of people in order to investigate, discuss, explain and eventually agree on procedures to be taken.

Students who are not satisfied with grades received at the end of the school year, or parents/ legal guardians who think their child should have received a better grade at the end of the year, have a right to send an official request within 3 working days after the student receives the final grade report card and ask the school to schedule for a retake examination from the respective subject. The school authorities will decide whether the

student will be given such an examination. In general, such examinations take place during the first week in July of respective year. Students/ parents/ legal guardians are informed approximately 2-3 months in advance, in case the student's results are not satisfactory- achievement lower than AE in PYP or achievement of grade 3 in MYP and DP.

DP students who are not satisfied with the grade they received at the final examination, have a right to require the school's DP coordinator to ask the IBO for remarking of students' papers via enquiry upon result:

- In case the remarking proves the grade to be higher than as was given in the first marking, the student receives the higher grade.
- In case the remarking proves the grade to be lower than as was given in the first marking, the student receives the lower grade.
- In case the remarking proves the grade not to be changed, the grade remains unchanged.

DP students who are not satisfied with the grade they received at the final examination, have also a right to require the school's DP coordinator to register them for a retake. In this case, the student sits the exam from the subject(s) again in November of the respective calendar year.

Submitting a complaint

If it has not been possible to resolve the issue informally or a member of the school community wishes to submit a formal complaint in Slovak language, the following procedure outlines how to submit such a complaint. The school community has the right to follow the procedure defined in the Law 9/2010 of Collection of laws of the Slovak Republic of December 4, 2009 about complaints regulates the procedure for submitting, handling and controlling the handling of complaints by natural persons or legal entities.