

Lillestrøm videregående skole IB Diploma Programme Complaint procedure

This procedure describes the possibilities for complaints from both students and parents/legal guardians and how the school will deal with the complaints.

The procedure covers the following areas:

- Action plan for a safe and good school environment
- Rules of order for upper secondary schools in Viken
- Complaints about different aspects within the school
- Enquiry upon results

Action plan for a safe and good school environment

Everyone has the right to a safe and good school environment.

Chapter 9 A of the Education Act ([Act relating to Primary and Secondary Education and Training \(the Education Act\) - Lovdata](#)) stipulates that students must feel safe and well at school, so that they thrive and can learn in the best possible way. The rules give students an individual right and contain a procedure for how the school should work in the best possible way with the school environment.

All employees have a duty to act, and the Head of School has the ultimate responsibility. Everyone at the school has a duty to contribute and the Head of School has the ultimate responsibility for ensuring that the school environment is safe and good for everyone. The school shall work preventively and inform and involve students, parents and various councils and committees in the work.

The Education Act also states that all employees at the school have a duty of activity to ensure the pupils a safe and good psychosocial work environment.

This duty entails:

- following up
- intervening
- notifying
- investigating
- implementing measures
- documenting

More information about how Lillestrøm upper secondary school works to ensure that students have a safe school environment can be found in our action plan in our website: [All pupils have the right to a safe and good school environment - Lillestrøm upper secondary school \(viken.no\)](#)

Rules of order for students at upper secondary schools in Viken

The regulations apply to students in Viken County Municipality's upper secondary schools.

Regulations on rules of order for upper secondary schools in Viken County Municipality have been adopted by the County Council in Viken on 19 June 2020 and apply from 1 August 2020. The basis (legal basis) for these regulations is the [Act relating to Primary and Secondary Education and Training \(the Education Act\) - Lovdata](#) which states that the county municipality shall issue regulations on rules of conduct for the high school.

The full Rules of order for students at upper secondary schools in Viken can be found here: [Rules of order for students at upper secondary schools in Viken - Lillestrøm upper secondary school](#)

The rules will be presented for students at the beginning of the school year, including the rights and duties when using sanctions.

Complaints about different aspects within the school

Where the complaint pertains to the class environment, peers, staff members and so forth, then the student is to inform the Head of IB department, and the guidelines will be followed.

Where the complaints relate to IB assessment and grades, then the following actions will be taken:

Grade for an assessment task

If a student does not agree with or understand the grade received for an assessment task, they are to raise this with the respective subject teacher. The subject teacher will give a thorough explanation for the grade. If the student still does not understand the grade given, the grade can be discussed with the IB coordinator. If there are two teachers in the subject, the second teacher might be asked for a second opinion for the assessment. After a discussion with the IB coordinator/other subject teacher, the teacher will inform the student about the grade.

All tasks are marked against an IB marking criteria specific to that task.

Subject grade

If a student does not agree with or understand the subject grade they received in their grade reports or their predicted grade, they are to raise this with the subject teacher involved.

If a student still does not agree with or understand their subject or predicted grade, then a meeting with the IB Coordinator, parents and legal guardians, student and subject teacher can be arranged.

Following from this meeting a decision will be reached and all parties will be notified by the IB Coordinator.

Enquiry upon results:

Information in this section is extracted from the *IB Diploma Programme Assessment Procedures 2023*.

The IB Coordinator is the first point of contact for students, parents and legal guardians for any queries about the IB results.

July 6th is the release of IB results to candidates for the May examination session.

January 2nd is the release of IB results to candidates for the November examination session.

Students can access their results via <https://candidates.ibo.org/>

If a student wants to submit an enquiry upon results Category 1 remark, this must be discussed with the IB coordinator. The following information will be given:

- A candidate's grade may be lowered or raised as a consequence of a category 1 re-mark.
- If the grade is not changed, there will be a fee for the remark, and this is paid by the candidate
- A written consent must be obtained of the candidate, with a signature that this information is given
- The remark will take up to 18 days
- The result of the remark will be sent to the IB coordinator

The IB Coordinator will be available from July 6th (results release date) until July 15th for any urgent or pressing cases. Students, parents and legal guardians can also contact the IB Coordinator again in August at the start of the academic year. The deadline for enquiry upon results is September 15th (May session). These dates may vary depending on the nature of a case.

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This policy was reviewed and updated by the IB teachers, DP Coordinator and Head of school in January 2023.