

since 1980



St. Nicholas

Open Channel of Communication

Procedure
@Pinheiros

February 20233

www.stnicholas.com.br

To the community St Nick's @Pinheiros

Dear community members,

Our school policies and procedures draw from our mission to provide a Unique Learning Adventure and our beliefs outlined in the Principles of Learning. We aim to model the IB learner profile and mission and meet legal IB and local requirements in Brazil.

This Open Channel of Communication Procedure aims at providing a fair structure so that parents, guardians and students find a clear and straight-forward way to communicate their feedback, suggestions, concerns or complaints about school operation and implementation of the IB programmes.

St Nicks is a diverse community. We embrace different identities, neuro diversities and language backgrounds. The Open Channel of Communication Procedure supports our understanding that “every member of the community is valued and respected” and that their perspective about school is considered.

We look forward to each learner, adult or young, enjoying a unique adventure.

Thank you, in advance, for reading this document.

Juliana Pelluzzi
EY Pedagogical leader
PYP Coordinator

Samantha Waller
Primary Pedagogical Leader
PYP Coordinator

Saulo Vianna
DP Coordinator

St Nicholas Mission and Principles of Learning



A UNIQUE ADVENTURE



**TO IGNITE A PASSION FOR LEARNING,
FROM OUR HEARTS, TO OTHERS,
FOR THE WORLD**

IB mission

The IB develops inquiring, knowledgeable and caring young people who help to create a better and more peaceful world through education that builds intercultural understanding and respect.

<https://ibo.org/about-the-ib/>

1- Introduction

This Open Channel of Communication Procedure outlines the steps that learners and their families can take if they have any suggestions, requests or complaints related to school operation, and for appeal against decisions made by the school in relation to its IB programmes.

St Nicholas School Pinheiros nurtures an open atmosphere and respect for differing perspectives. The school is committed to providing excellent quality of service. As a life-long learning community, the school continually seeks to improve, therefore feedback, suggestions, concerns and complaints are a valuable part of the process.

If a learner and/or their families have any suggestions, questions, concerns or complaints, the school encourages them to report them as soon as possible so they can be heard and resolved to the satisfaction of individuals and the community.

- A 'concern' may be treated as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.
- A 'complaint' may be generally recognised as 'an expression or statement of dissatisfaction however made, about actions taken or a lack of action'.

It's in everyone's interest that complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to follow formal procedures. Schools will take informal concerns seriously and make every effort to resolve the matter as quickly as possible.¹

2- Sending Feedback, Suggestions, Concerns and Complaints

General suggestions and complaints can be made verbally or in writing and should be received by the appropriate member of staff directly responsible for the matter, such as lead learners, tutors, heads of section or head of school. To ensure that suggestions and complaints are directed to the appropriate responsible person, messages should be sent to the respective school section.

Early Years Office	Patricia Carlucci	pcarlucci@stnicholas.com.br
Primary Office	Luciana Santos	lsantos@stnicholas.com.br
Secondary Office	Débora Monfré	dmonfre@stnicholas.com.br
School Office	Rafaela Machado	rmachado@stnicholas.com.br

For complaints or appeals specifically related to decisions regarding the IB programmes (PYP or DP), messages can be sent directly to the coordinators responsible.

PYP Coordinators	Juliana Pelluzzi	jupelluzzi@stnicholas.com.br
	Samantha Waller	swaller@stnicholas.com.br

¹<https://www.gov.uk/government/publications/school-complaints-procedures/best-practice-advice-for-school-complaints-procedures-2019>

DP Coordinator	Saulo Vianna	svianna@stnicholas.com.br
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3 - Responding to Feedback, Suggestions, Complaints and Concerns

The school will consider all feedback and suggestions, and investigate complaints and requests for appeals promptly and fairly. The investigation may involve speaking to relevant parties, reviewing relevant documents and taking any other steps deemed necessary to fully understand the complaint or request for appeal.

To ensure the process is effective, the following principles are applied and provide a framework for communication between the parts²:

Fairness – ensures everyone is treated equally.

Courtesy – All communication in relation to this procedure should be based on mutual respect, trust and courtesy.

Accessibility – a procedure that is easy to understand, easy to access and well publicised.

Timeliness – all feedback, suggestions, concerns and complaints are dealt with in a timely manner.

Effectiveness – The Open Channel of Communication Procedure is monitored and reviewed to ensure it continues to be effective.

Attentiveness – Community members will be given every opportunity to put forward feedback, suggestions, complaints and concerns, and can be assured that the relevant people at school are listening and provide regular updates on the process and status of the situation as appropriate.

Confidentiality – we will handle feedback, suggestions, concerns and complaints in confidence.

4- Resolving Feedback, Suggestions, Complaints and Concerns

The school will respond to feedback and suggestions, as well as resolving complaints and requests for appeals as quickly as possible, taking into account the complexity of the matter and the need for a fair and thorough investigation.

If a resolution cannot be reached, the school may provide a written response, explaining the outcome of the investigation and the reasons for the decision taken.

5- Appeals to the IB

St Nicholas School Pinheiros is an IB World School offering the Primary Years Programme (PYP) and the Diploma Programme (DP) and follows the *Rules for IB World Schools*³, the *General Regulations: Primary Years Programme*⁴ and the *General Regulations: Diploma Programme*⁵ in its decisions regarding these programmes.

If a complaint related to the PYP or DP is not resolved to the satisfaction of the person making the complaint, they may appeal to the IB. A request for appeal to the IB should be made to the

²<https://www.ibo.org/contentassets/fab8ccef45b743c0a68de6f9ea989385/ib-complaints-procedure-nov-2018-en.pdf>

³https://www.ibo.org/contentassets/4217cb074d5f4a77947207a4a0993c8f/rules_for_ibws_e.pdf

⁴<https://www.ibo.org/globalassets/new-structure/become-an-ib-school/pdfs/general-regulations-pyp-en.pdf>

⁵<https://www.ibo.org/globalassets/new-structure/become-an-ib-school/pdfs/general-regulations-diploma-programme-en.pdf>

relevant programme coordinator (see item 2) who will provide the person requesting the appeal with the relevant information and contact details for the IB organisation.

6- Confidentiality

Whenever possible, the school will keep all information received confidential and will only share information with those who need to know for the purpose of investigating and resolving the matter.

7- Review and Improvement

The school will regularly review and improve its Open Channel of Communication Procedure to ensure that it remains effective and appropriate.

8- References

- Best practice guidance for school complaint procedures 2020 - <https://www.gov.uk/government/publications/school-complaints-procedures/best-practice-advice-for-school-complaints-procedures-2019> (accessed in February, 2023)
- The IB complaints procedure - <https://www.ibo.org/contentassets/fab8ccef45b743c0a68de6f9ea989385/ib-complaints-procedure-nov-2018-en.pdf> (accessed in February, 2023)
- Rules for IB World Schools - https://www.ibo.org/contentassets/4217cb074d5f4a77947207a4a0993c8f/rules_for_ibws_e.pdf (accessed in February, 2023)
- General Regulations: Primary Years Programme - <https://www.ibo.org/globalassets/new-structure/become-an-ib-school/pdfs/general-regulations-pyp-en.pdf> (accessed in February, 2023)
- General Regulations: Diploma Programme - <https://www.ibo.org/globalassets/new-structure/become-an-ib-school/pdfs/general-regulations-diploma-programme-en.pdf> (accessed in February, 2023).