Växjö Katedralskola Complaints & Appeals Procedure

The IB Diploma Programme at Växjö Katedralskola follows the regulations and guidelines outlined in:

- ☐ Rules for IB World Schools
- ☐ General Regulations for the IB Diploma
- ☐ Växjö Municipality Dept. of Education guidelines
- ☐ The Swedish National Agency for Education regulations

SWEDEN
The Swedish National Agency for Education states:
The municipality's responsibility for handling complaints regarding education is outlined in the Education Act (Chapter 4, pps 7-8, Education Act 2010:800). It mandates that all organisations in charge of educational establishments must compile routines for receiving and investigating complaints, and provide information about this process in a transparent way. Necessary measures must be taken to address any outcomes.

"Huvudmannens ansvar för att hantera klagomål gällande utbildningen regleras i skollagen (4 kap. 7–8 §§ skollagen 2010:800). Enligt skollagen ska alla huvudmän ha rutiner för att ta emot och utreda klagomål mot utbildningen, och lämna information om sina rutiner på ett lämpligt sätt. Huvudmannen ska vidare se till att nödvändiga åtgärder vidtas om det genom uppföljning, klagomål eller på annat sätt framkommer att det finns brister i verksamheten."
https://skr.se/skr/skolakulturfritid/forskolagrundochgymnasieskolakomvux/vagledningsvarpavanligafragor/klagomalshantering.24389.html
accessed 25 September 2025

Further information
https://skr.se/download/18.1f376ad3177c89481f75b39d/1615884472141/St%C3%B6dmaterial%20om%20klagom%C3%A5lshantering.pdf
accessed 25 September 2025

VÄXJÖ MUNICIPALITY
Växjö Municipality requests that complainants follow these steps:

1) Communicate your concern with your teacher or mentor, and engage in problem-solving dialogue.
2) Contact the DP Coordinator or DP Head of School.
3) Contact the Dept. of Education at Växjö Municipality.

Email: utbildningsforvaltningen@vaxjo.se
Post: Växjö Municipality, Education Department, Box 1222 351 12 Växjö

Phone: Växjö Municipality's contact center on 0470-410 00, and they will help you get in touch with administrators at the education administration.
E-services: Report your complaint or leave your opinion on Växjö Municipality's e-service for opinions, praise and complaints.
E-service

Describe your case. Do not forget to include your name, address, telephone number, which student and which programme are affected. You will be contacted by the education administration as soon as possible. An investigation into your point of view or complaint will be carried out as quickly as possible.

You will receive confirmation that the complaint or point of view has been received and will be contacted by the case officer. The investigation will be carried out as quickly as possible.

Keep in mind that your case will be a public document that is recorded in the registry. This means that anyone who asks for the document has the right to read it or receive a copy, but if the document contains sensitive information, all or part of it may be confidential.
Klagomål på utbildningen - Växjö kommun accessed 25 September 2025

VÄXJÖ KATEDRALSKOLA IB DIPLOMA PROGRAMME
The procedure for appealing IB Diploma Programme decisions taken by the school follows the routine as described above for Växjö Municipality.

Parent and Student Complaint Procedures
The procedures below represent standard practice at Växjö Katedralskola. Each case is considered individually, including recommendations from our Student Health Team, academic coaches, and any other considerations.

Procedures
It is expected that students keep with the spirit of the learner profile attributes of being open-minded, communicative, principled, and caring, if they have a concern or complaint; in any such case, they should first approach the person or persons responsible and formulate their concern with respect. In the event of students being frustrated or upset, it is important to remember that, before drawing any conclusions, they should have heard all relevant points of view. Should students feel insecure about talking directly to the concerned person(s), they may seek help or support from their mentor or from the DP Coordinator. Ultimately, however, the goal is to support students to have direct communication with the person(s) directly involved in their concerns.

Meetings may also be held with the Student Health Team or the DP Coordinator or DP Head. Appeals may finally be made to the Executive Director of Växjö Upper Secondary Schools.

For concerns or complaints about behaviour by other students, the student may speak with the student in question when possible. Otherwise, the student may speak with the teacher in question or with their academic coach (mentor), or the student and/or parent(s) may contact the Student Health Team. If an incident occurs on social media, the student speaks with any

administrator, teacher or counsellor. If appropriate and/or required, the school will notify parents or local police services.

If any behaviour or events eliciting concern about criminality occur at the school or during the school day or any school-sanctioned event, it is reported to the school principal or management by a student, parent, or school staff. A police report may be filed.

PRINCIPLES OF THE PROCEDURE

Aligned with the IB Complaints Procedure (2018), the principles of this document aim "to ensure the complaints principles are applied throughout the complaints process and provide a framework for communication between stakeholders and [the school]" (IBO, 2018).

- Fairness: the school aims to have a fair complaints procedure that ensures everyone is treated equally.
- Courtesy: all communication in relation to this procedure should be based on mutual respect, trust, and courtesy.
- Accessibility: we aim to have a complaints procedure that is easy to understand, easy to access, and well publicized.
- Timeliness: the school aims to ensure that all complaints are dealt with in a timely manner.
- Effectiveness: the complaints procedure is monitored and reviewed to ensure it continues to be effective.
- Attentiveness: everyone will be given every opportunity to put forward their complaint and be assured that the school is listening. There will be updates on the process and status of the complaint as appropriate.

CONFIDENTIALITY

Confidentiality is a crucial aspect for all parties involved. It is imperative that any complaint is handled in a confidential manner to the greatest extent possible and with respect. Complaints made by parents or students should not have adverse consequences for the students. The school may address a problem without explicitly naming individuals. However, even if no names are disclosed, the source of the complaint might be apparent, making complete confidentiality challenging. Depending on the nature of the complaint and the circumstances, it may be impractical to investigate without identifying the staff member or the student. In some cases, it may also be in the best interest of the student to disclose this information. Members of staff have the right, under procedural fairness, to be informed about complaints that could harm their reputation. Such complaints will be known only to the individuals directly involved and those who need to be consulted. The school will offer support for staff members facing complaints, upon request, and this support will be provided by a colleague who is not otherwise involved.

IB DIPLOMA RESULTS

Växjö Katedralskola follows the school's Assessment Policy and the IB's General Regulations https://www.ibo.org/globalassets/new-structure/become-an-ib-school/pdfs/dp-2026-general-regulations.pdf accessed 25 September 2025

If a student is not satisfied with their IB Diploma published results in July, they can request an enquiry upon results, in which the IB again grades their exam papers and components. Växjö Katedralskola supports this request financially when a student risks not achieving their IB Diploma. The fees for EURs may be borne by the candidate when there is a discrepancy

between the marks and the next grade up. This request is made in writing by email by the student to the Diploma Programme Coordinator as soon as possible. An application to Retake a subject in a subsequent session is also made through the DPC and the fees paid to Växjö municipality. The IB does not communicate directly to students or their legal guardians about results. To read more about enquiry upon results or an appeal as well as the Governing Law and Arbitration read Article 15, 22, 26, and 27 in the previously linked General Regulations. To apply for a Retake or an EUR, students must first discuss this with the DPC. The EUR and Retake are registered through the DPC.

IB response to complaints and appeals
https://www.ibo.org/contact-the-ib/feedback-and-concerns/complaints-about-ib-services/
accessed 25 September 2025

IB Rules for World Schools
https://ibo.org/contentassets/4217cb074d5f4a77947207a4a0993c8f/rules-for-ib-world-schools-dp-en-2018.pdf
Accessed 25 September 2025

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