

Complaints Policy

This Complaints policy contains the principles and protocols followed by Turun normaalikoulu upper secondary. We encourage students and guardians to resolve situations through communication. The recommended way to make complaints is to send a Wilma message. This ensures that the complaint is properly documented.

Finnish schools follow a procedure for complaints which is mandated by law.

If a student or guardian feels that they have been wrongly treated, we encourage them to contact the school. Concerns can, for example be related to one of the following situations:

- a) A student/guardian is not satisfied with a grade/teaching/assessment or other subject specific matter.**
- b) A student/guardian is not satisfied with the learning support provided by the school.**

Procedure followed:

- 1) The student/guardian contacts the subject teacher/special education teacher via Wilma. The teacher contacts within five business days.
- 2) If the student/guardian is not satisfied with the explanation provided by the subject teacher/special education teacher, they may contact the principal of upper secondary via Wilma. The principal then discusses the matter with the subject teacher/special education teacher and replies to the student/guardian within two weeks.
- 3) If the student/guardian is not satisfied with the principal's decision, they can contact the Administrative Principal of Turun normaalikoulu. The Administrative principal then discusses the matter with the principal of upper secondary and replies to the student/guardian within two weeks.

Note that it is possible to arrange a face-to-face meeting in any of the steps above.

- 4) If the student/guardian is not satisfied with the Administrative principal's decision, they can contact the Dean of faculty of education in University of Turku.

c) A student experiences or observes inequality or discrimination related to gender, race or other features of a person.

For the school's Equality plan, please see attachment 1.

The document describes and explains the values and actions that support the equal and non-discriminating school environment at the upper secondary of Turun normaalikoulu

Procedure followed:

- 1) The student/guardian contacts any member of the teaching staff or principal via Wilma. The teacher/principal discusses with the student and/or guardian.
- 2) If inequality is detected, the teacher/principal takes the actions required to bring the unequal action to an end.
- 3) There will be a follow-up meeting with the student/guardian to ensure that the unequal actions or discrimination have ended. If not, the principal will take further action.
- 4) If the student/guardian is not satisfied with the principal's actions, they can contact the Administrative Principal of School.

It is possible to arrange a face-to-face meeting in any of the steps above.

- 5) If the student/guardian is not satisfied with the Administrative principal's decision, they can contact the Dean of faculty of education in university of Turku.

d) A student and or guardian is not satisfied with the facilities provided by the school (lunch, equipment or premises)

Procedure followed:

- 1) The student/guardian contacts the principal via Wilma. The principal contacts within two weeks.
- 2) If there is an issue regarding facility, the principal contacts the facility provider. There will be follow-up meeting to ensure that the issue has been resolved.
- 3) If the student/guardian is not satisfied with the principal's decision, they can contact the Administrative Principal of School.

It is possible to arrange a face-to-face meeting in any of the steps above.

- 4) If the student/guardian is not satisfied with the Administrative principal's decision, they can contact the Dean of faculty of education in University of Turku.

- e) A student and/or guardian is not satisfied with the IB examination arrangements within the school.**

Procedure followed:

- 1) The student/guardian contacts the IB coordinator via Wilma. The coordinator contacts within five business days.
- 2) If required, the coordinator contacts the IBO for advice.
- 3) If the student/guardian is not satisfied with the solution provided by the coordinator, they can contact the principal via Wilma. The principal discusses with the coordinator and replies to the student/guardian within two weeks.
- 4) If the student/guardian is not satisfied with the principal's decision, they can contact the Administrative Principal.

It is possible to arrange a face-to-face meeting in any of the steps above.

- 5) If the student/guardian is not satisfied with the Administrative principal's decision, they can contact the Dean of faculty of education in University of Turku.

Concerns related to IB services

The IBO's website provides the principles, procedures and the timeline for concerns related to the IBO's services.

<https://www.ibo.org/contact-the-ib/feedback-and-concerns/complaints-about-ib-services/>

This policy has been created on 03/2025, revised 06/2025 and updated on 05/2026.