



Oslo

Manglerud skole
International Classes



Primary Years
Programme

Manglerud Skole, International Classes Internal complaints procedure

Manglerud Skole, International Classes recognizes the importance of communication and emphasizes on an open-door policy, where compliments and complaints are handled as efficiently and effectively as possible. The following outlines the procedure for handling complaints and students' requests for appeals against IB programme decisions taken by the school.

Our responsibilities

The school upholds

- The Norwegian Education Act (Opplæringsloven).

§ 1-3. Tilpassa opplæring

Opplæringa skal tilpassast evnene og føresetnadene hjå den enkelte eleven, lærlingen, praksisbrevkandidaten og lære kandidat.

Customized learning: should fit the individual level and abilities of the student

§ 1-4. Tidleg innsats på 1. til 4. trinn

På 1. til 4. årstrinn skal skolen sørge for at elevar som står i fare for å bli hengende etter i lesing, skriving eller rekning, raskt får eigna intensiv opplæring slik at forventede progresjon blir nådd. Om omsynet til eleven sitt beste talar for det, kan den intensive opplæringa i ein kort periode givast som eineundervisning.

Early effort on years 1-4. The school ensures that students who are falling behind in reading, writing or mathematics quickly get their own plan with focused training/practice until they reach the desired level. If it is in the student's best interest the instruction may be one- on-one.

§ 9 A-4. Aktivitetsplikt for å sikre at elevar har eit trygt og godt psykososialt skolemiljø

Alle som arbeider på skolen, skal følgje med på om elevane har eit trygt og godt skolemiljø, og gripe inn mot krenking som mobbing, vald, diskriminering og trakassering dersom det er mogleg.

Paragraph 9A of the Norwegian Educational Act refers to the Student Psychosocial Environment. All students have the right to a positive and safe school environment and zero tolerance regarding bullying that is systematically followed up by the school. The school takes student well-being seriously. All concerns should be brought to the attention of individual students Contact Teachers. For more serious issues the Social Teacher may also be included and an activity plan created to help support a child's positive social development at school.



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Handling complaints and student's requests

- Parents should contact the school if their child is unhappy or dissatisfied with the environment at the school- in the first instance parents should reach out to contact teachers
- Parents can request a meeting with the student's contact teacher (if the issue is with the contact teacher, contact the IC principal).
- Upon receiving a complaint or concern the head of school will be notified by staff internally
- The school will immediately investigate the matter
- The voice of the students that are involved are heard and taken into consideration
- The school writes an activity plan addressing which measures will be implemented
- The activity plan states the following:
 - What problem the measure will solve
 - What measures the school has planned
 - When the measures are to be carried out
 - Who is responsible for the implantation of the measures
 - When the measures are to be evaluated
- The activity plan will be completed within two weeks of notification

- If parents are dissatisfied with how the school is handling the case, they should first seek to amend the issue with the school, but a formal complaint or concern can also be reported to the State Administrator (Statsforvaltaren).
- If the case has not first been brought up to the Head of School, or if it has been less than a week since it has been brought up, the State Administrator might reject the case

Opportunities for Voicing Concerns

Parents

Parent Association / FAU (Foreldrerådets Abeidsutvalg)

- The FAU/Parent Association is a cooperative body between parents and the school.
- FAU/ Parents Association consists of elected Class Contacts for each year level.
- The FAU/ Parent Association is responsible for:
 - Promoting the common interests of the parents
 - Contributing to parents being actively involved in the effort to create a good school environment



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- Contributing to a good environment between home and school
- Facilitating positive development among the students
- Creating connections between the school and the local area

Parents should reach out to FAU representatives for their class to address issues regarding the school environment, regulations, curriculum, etc that may be brought to the attention of the Head of School and city council representative for further consideration and discussion in appropriate councils.

Parent Representatives / Klassekontakt

At the beginning of the year parents can elect up to 2 representatives for each IC class. The klassekontakt/parent representatives work with classroom teachers for the well-being of the class. They also attend regular meetings with the IC leadership team and focus on IB Program Development and give feedback on PYP and MYP implementation and development at International classes (for example by reviewing policies). Specific curricular concerns can be addressed in the Parent Representative Meetings.

Students

Student Council

At the beginning of the year, each class can nominate 2 representatives to be in the Student Council. The student representatives attend regular meetings with the IC leadership team. They bring in issues and provide suggestions with the school to provide a better environment of the school.