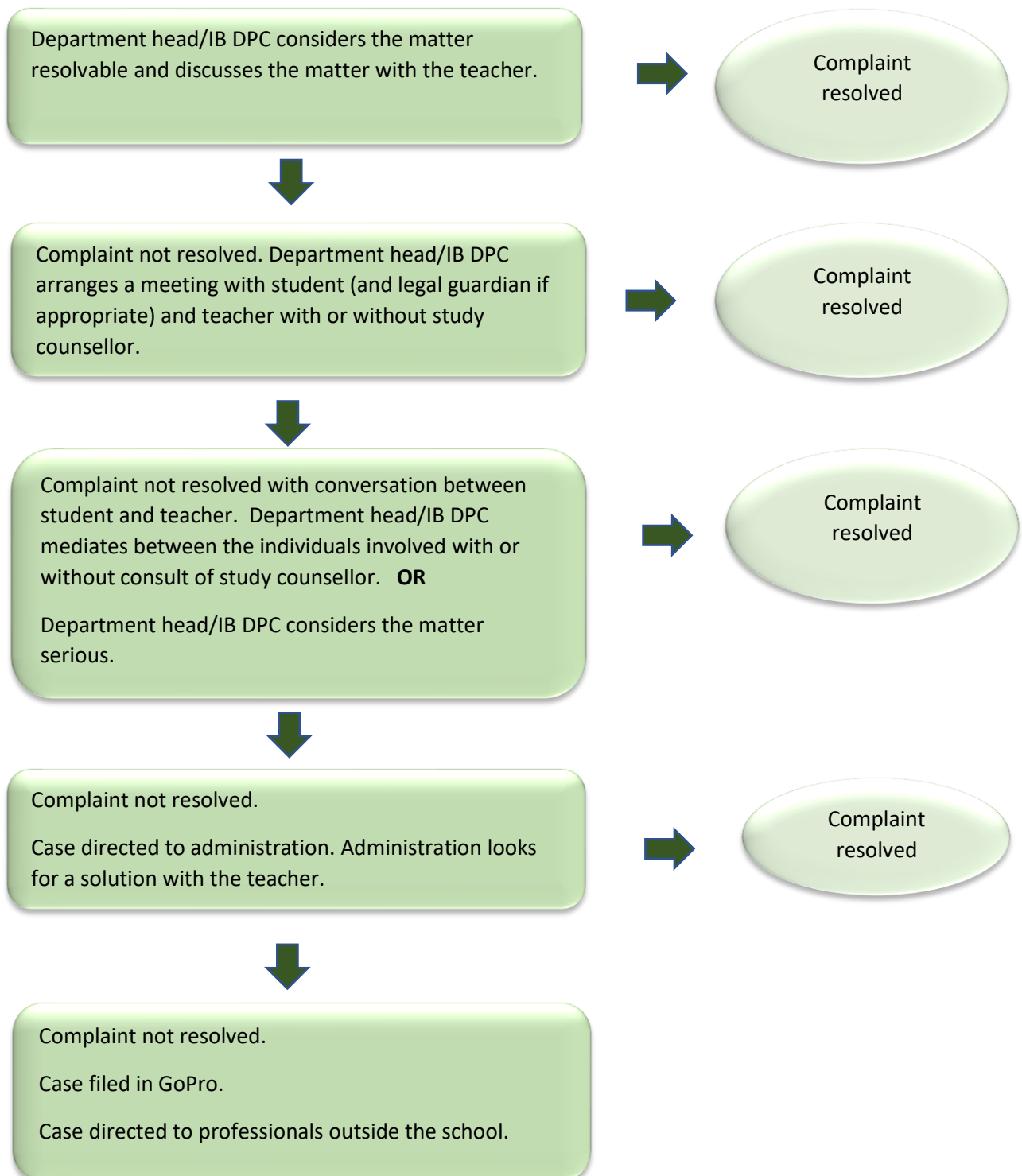


Menntaskólinn við Hamrahlíð

Student complaint about teacher/staff member

A student feels that he has cause to complain about teaching methods or behaviour of a teacher.

The school aims to resolve complaints with fairness and in friendly manner. Students are encouraged to discuss matters with teachers to resolve the matter informally. If the student wishes to pursue the matter further, the case is directed to Department head or IB DP Coordinator that will evaluate how serious the matter is.



Complaint about decision regarding IB DP on the behalf of the school

Students and parents or legal guardians that are not satisfied with the school's decision regarding the IB DP programme should contact the IB DP Coordinator.

Step 1.

The IB DP Coordinator meets with the student/parent/legal guardian and discusses the matter. If the matter is not resolved => Step 2.

Step 2.

If the student/parent/legal guardian are not satisfied with the resolution, they can file a written complaint (by e-mail) to the headmaster of the school.

Step 3.

The headmaster investigates the matter with or without other staff members. He meets with the student/parent/legal guardian to resolve the matter. If the matter is not resolved => Step 4.

Step 4.

If the student/parent/legal guardian are not satisfied with the resolution on behalf of the school, they are directed to the Ministry of Education and Children and/or The Althingi Ombudsman.

*September 26th, 2022
Steinn Jóhannsson Headmaster
Soffía Sveinsdóttir IB DPC*