



Complaints & Communication Policy

November 2025

Introduction

At the International School Innsbruck we are committed to providing a positive and supportive learning and working environments for all students, parents, and staff. It is our objective to prevent the need for making complaints by having in place strong, positive relationships with our students, parents, carers and the wider ISI community.

However, in the event that complaints are made, we acknowledge that a process needs to be in place which is clear and allows for complaints to be resolved promptly and satisfactorily. This policy is available on the school website. In accordance with Article 6 of the Rules for IB World Schools (IBO, 2020; updated 2024), ISI ensures that students and their legal guardians are informed of the procedures for addressing complaints and for submitting appeals against school decisions related to the IB programme. These procedures are transparent, accessible, and guided by the principles of fairness, confidentiality, and timely resolution.

The policy can be located on our International School website -
www.agibk.at/international-school/unsere-schule.html

Purpose of the policy

The Complaints & Communications Policy of the International School Innsbruck (ISI) ensures that all school-related concerns, questions, or issues are addressed transparently, respectfully, confidentially, and through the appropriate channels. It serves as a guide for parents, students, staff, and external partners regarding internal communication practices and procedures.

Principles of our communication

Our communication should always:

- Be respectful, objective, and solution-oriented
- Take place on an equal footing
- Respect confidentiality and data protection
- Acknowledge and respect cultural and linguistic diversity
- Align with the principles of the International Baccalaureate Organisation

First points of contact for questions, complaints or problems

We ask that one first direct concerns, complaints or queries to the appropriate contact person within the school. Many questions and misunderstandings can be resolved through direct correspondence.

Topic

Questions about lessons, homework, and academic performance

Social behavior, class environment, integration

School organization, schedules, calendar

Legal or structural school matters

IB-specific questions (MYP/DP)

Complaints

First Point of Contact

Subject teacher or class teacher

Class teacher, school counselor

School administrator

School leadership

IB Coordinator

Head of School

Methods of communication

Students, parents, teachers and the wider school community can contact the school using a number of different methods:

Make an appointment to meet with the most suited person per mail, telephone, email or in person.

General contact details:

International School at Akademisches Gymnasium Innsbruck

Angerzellgasse 14

A-6020 Innsbruck, AUSTRIA

T: +43 50902-801-0

E: agi@tsn.at

If the issue cannot be resolved

If you have a concern, complaint or problem that could **not** be resolved within the school or with the relevant local authorities, you may contact the **Ombudsperson for Schools** at the **Federal Ministry of Education, Science and Research** confidentially.

When to Contact the Ombudsperson

- You have already contacted the school leadership and the regional education authority but have not received a satisfactory solution.
- You wish to remain anonymous because you fear disadvantages for your child due to an official complaint.
- Your issue involves a concrete legal dispute.

In these cases, the Ombudsperson is available to support you confidentially.

Contacting the Ombudsperson for Schools

- **Online Contact Form** - [Go to contact form](#)
- **Hotline:** 0800 / 311 305
- (Monday to Thursday: 9:00–15:00, Friday: 9:00–12:00, toll-free within Austria)
- **Email:** info@ombudsstelle-schule.at
- **Head of the Ombudsperson Office:** Mag.a Angela Weilguny

Other Contact Points (Before Contacting the Ombudsperson)

Before contacting the Ombudsperson, please check whether one of the following institutions may be more appropriate:

Description

You are looking for a school place or wish to change schools

You wish to lodge a complaint about a teacher or school leadership, without having contacted the Head of School or Education Directorate first

Responsible Authority

Education Directorate of Tyrol

Education Directorate of Tyrol

7. Data Protection and Confidentiality

The school is committed to protecting personal data in accordance with the GDPR and the Austrian Data Protection Act. Any forwarding of concerns (e.g., to the Ombudsperson or authorities) will only take place if deemed necessary and only with your knowledge or consent.

8. Language and accessibility

ISI communicates primarily in **English and German**. Translations or support for non-German-speaking families can be provided if needed.

9. Feedback and continuous improvement

Parents, students, and staff are invited to provide regular feedback—e.g., through personal meetings, surveys, consultation sessions, or anonymous feedback channels. This feedback contributes to the ongoing development of our communication culture.

This policy is reviewed annually and updated if necessary.

Last revised: [November 2025]