



X.L.X X.M 家长意见反馈流程

X.M Concerns Subbmission Procedure for Parents



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IB 国际文凭组织使命宣言

IB 国际文凭教育的目标是培养勤学好问、知识渊博、富有爱心的年轻人，



他们通过对多元文化的理解和尊重，为开创更美好、更和平的世界贡献力量。为了实现这个目标 IB 国际文凭组织与众多的学校、政府以及其他国际组织进行合作，开发出一系列具有挑战性的国际教育项目和严格的评估体系。这些项目鼓励世界各地的学生成长为既积极进取又富有同情心的终身学习者，他们理解尽管人与人之间存在差异，但他人的意见也可能是正确的。

X.M 愿景

为世界的繁荣发展源源不断输送栋梁之才！

X.M 使命

上海闵行区学乐星晓苗幼儿园提供浸润式的双语教育，尊重学生个性发展，培养学生具有多元文化视角。学校通过全人教育的理念，使学生成为全球公民和终身学习者。

X.M 办学理念

上海闵行区学乐星晓苗幼儿园旨在通过全人教育，培养幼儿对多元文化和信仰的尊重，培养幼儿成为具有国际情怀的世界公民和终身学习者，让幼儿毕业之后也能够不断学习和进步。

X.M 核心价值观

在晓苗，我们 At xiaomiao we...

珍视传统 value Tradition,
(知识渊博 Knowledgeable)
激励变革 inspire Change,
(积极探究勇于尝试 Inquiring Risk-takers)
乐见进步 embrace Progress,
(胸襟开阔 Open-minded)

从而能够 so that we can ..

独立自主 respect Ourselves,
(全面发展 Balanced)
接纳多元 welcome Diversity,
(勤于思考 Thinkers)
感恩他者 acknowledge Others
(懂得关爱 Caring)

以 to...

勇于担当 be Accountable,



(坚持原则 Principled)
笃行求真 Be True and
(及时反思 Reflective)
克己修身 Be Us
(善于交流 Communicators)

标准与实践 (2022 年)

规则-第 6 条:内部投诉程序

第 6.1 条:学校必须制定书面程序,说明如何处理投诉以及学生对学校 IB 项目决定的上诉请求,确保所有学生都能广泛获取这些程序的信息,并按照这些程序执行。

第 6.2 条:学校必须向家长或法定监护人通报学校处理投诉及学生对 IB 项目认定提出上诉请求的程序。

领导力-第 4.4 条:学校应确保学生和法定监护人了解相关项目的特征及其在学校的具体实施方式。(0201-04-0400)

评估方法-第 3.4 条:学校应实施、传达并定期审查一致且公平的学生进度报告系统和处理上诉或质疑的流程。(0404-03-0400)

前言

幼儿园高度关注社区所有利益相关方,诚挚听取真实反馈。我们会审慎对待家长的疑虑,并依据《家长意见反馈流程》谨慎处理。此流程将在幼儿园网站发布,以保障家长知悉文件的发布生效、形式及获取途径。对于往届学生家长提交的意见或问题,只有在首次提出时所涉及学生仍为在校注册生,方可依本流程处理。

“家长”指与意见及向题反馈相关联的学生监护人。

家长的意见及问题反馈会被受理的情况

“意见/问题反馈”意指针对实际发生或所觉察的状况所产生的不满情绪,涵盖了针对幼儿园、班级或个别教职员工的看法,以及家长在本流程范畴内有不满且要求幼儿园采取行动的事宜。倘若家长认定幼儿园存有过错、未践行职责或存在不公正行为,即可提出意见。

家长可放心,幼儿园会以严谨之态处理所有家长的意见及问题反馈,并严格保密。学生亦不会因其自身或家长所提出的合理意见及问题反馈而遭受任何



影响。

意见及问题反馈的处理时间范畴

幼儿园将严谨审慎地处理来自家长的意见及问题反馈，家长会在五个工作日内接收到通知。

通常而言，幼儿园会尽快处理相关的意见及问题反馈，在收到意见及问题反馈后的 20 个工作日(公历月)内完成本流程的前两个阶段；另外 20 个工作日完成第三阶段即事务委员会听证（公历月）。

在本流程中，工作日是指幼儿园校历或幼儿园网站上公布的学期内的任意一天。若在幼儿园放假前或者放假期间收到反馈，假期结束后依照上述时限要求即刻处理。

意见及问题反馈记录与个人信息的使用

无论意见及问题反馈流程是在第一阶段（非正式），第二阶段（正式），还是第三阶段（听证会）得以解决，以及幼儿园针对家长反馈采取的任何行动（不论反馈是否成立），待解决后，幼儿园均会留存所有处理流程的书面记录。

幼儿园依据其政策以及区、市和国家法规处理相关资料。在处理相关反馈时，幼儿园（包括第三阶段任命的任何事务委员会成员）有权对所有相关信息进行处理，可能包括：

- 意见及问题反馈日期
- 家长姓名
- 学生姓名
- 意见及问题描述
- 所有的调查记录(如适用)
- 证人证言(如适用)
- 各处理阶段处理该意见及问题的人员姓名及联系方式
- 有关意见及问题反馈的所有信函副本(包括电子邮件和电话交谈记录)
- 听证会说明及会议纪要
- 事务委员会的决定

基于意见及问题反馈的性质，可能涉及“个人信息”(可能包括敏感数据，如身体或心理健康相关信息)。此类信息依据幼儿园政策及地区、城市和国家法规进行处理。

幼儿园依照规定保存提交的意见及问题反馈和听证会记录。依据学校政策、地区、城市和国家法规，通常在学生离园后，相关记录至少保留十年。

与意见及问题反馈有关的信函、声明和书面记录将予以保密，除非获得官方授权的政府部门要求查阅。

意见反馈流程的三个阶段



第一阶段 --- 非正式解决阶段

- 1.1 幼儿园期望家长的意见及问题反馈能在非正式阶段得以及时解决。
- 1.2 家长应首先联系其子女的主班老师。通常，通过此种方式相关事宜能够及时解决。若主班老师无法单独处理，则会咨询保教主任或园长。
- 1.3 直接向保教主任或园长反馈的意见及问题，通常会转交至主班老师处理，除非他们认为应当亲自处理。
- 1.4 主班老师必须以书面形式记录所有意见及其反馈日期。若未能在五个工作日内解决，或者幼儿园和家长之间未能达成满意方案，建议家长按照本流程的第二阶段进行。

第二阶段 --- 正式阶段

- 在此阶段，园长可能指派一位管理人员（通常为部门主任）负责处理相关事宜。
- 2.1 若意见及问题反馈在非正式阶段未得到解决，家长应以书面形式将诉求提交至管理层。管理层综合考量后，采取适当的行动方案。
 - 2.2 通常，管理层（或其代理人）会在收到意见及问题反馈后的五个工作日内与相关家长进行会面沟通。力求在该阶段达成协议。
 - 2.3 管理层（或其代理人）可能需要开展进一步的调查工作。
 - 2.4 管理层（或其代理人）需要保留与意见及问题反馈相关的所有会议和面谈记录。
 - 2.5 在可行范围内，管理层（或其代理人）在确认所有相关事实后，会做出决定并通知家长。通常，管理层将依照上文第 2.1 段所述，在意见及问题反馈提交后的 20 个工作日内做出决定，并向家长阐明理由。
 - 2.6 倘若家长仍对该决定不满，则进入本流程第三阶段。

第三阶段 --- 听证会

若家长试图启用第三阶段（早期解决方案未达成之后），应在收到第二阶段决定的五个工作日内，以书面形式向园长办公室提起上诉，阐明上诉理由以及所有支持的证据。

- 3.1 园长办公室将上诉转交给事务委员会审议。委员会由三名未直接参与相关事宜的人员组成，其中一员须独立于幼儿园管理和运作，由园长担任主席。其后，事务委员会需在五个工作日内予以确认，并在可行的情况下尽快安排听证会，通常在 20 个工作日内举行。
- 3.2 若事务委员会认为必要，可在听证会前要求提供有关事项的进一步情况说明或调查。此类情况说明副本通常在听证会前五个工作日提供给各方，仅家长可出席听证会。
- 3.3 事务委员会判定证人出席是否有效。
- 3.4 一次上诉仅设计一个家庭，且不能以家长代表的名义或为全体学生提起。
- 3.5 事务委员会决定听证会进行方式。
- 3.6 在可能情况下，事务委员会无需进一步调查以解决家长的意见及问题反馈；若需进一步调查则确定调查方式。



3.7 充分考量相关事实后，事务委员会对第二阶段决定是否合理得出结论，并据此决定；

- 驳回全部或部分上诉
- 支持全部或部分上诉
- 提出建议

3.8 事务委员会通常在听证会后五个工作日内致函家长，告知决定和理由（若听证会需进一步调查，时间可能延长）。事务委员会的决定被视作最终决定，家长须在第三阶段开始时签署声明，予以认可并接受。事务委员会的调查结果和建议（如有）予以记录并存档。

家长可通过邮件提交您的意见及问题反馈

学乐星晓苗：

审查

幼儿园各政策系根据修订后的 IB 项目标准与实践制定而成。本政策在幼儿园审查期间得以完善，并将社区反馈纳入其中。

起草：2024 年 9 月

更新：2025 年 9 月

下一次审查：2027 年 9 月

本政策每两年进行一次审查与修订。

负责起草本政策的初始委员会：总园长、园长、PYP 项目协调员。

The International Baccalaureate Mission

The International Baccalaureate aims to develop inquiring, knowledgeable and caring young people who help to create a better and more peaceful world through intercultural understanding and respect. To this end the organization works with schools, governments and international organizations to develop challenging programmes of international education and rigorous assessment. These programmes encourage



students across the world to become active, compassionate and lifelong learners who understand that other people, with their differences, can also be right.

X.M Vision

Vision: Cultivating Talents for the Growth and Prosperity of the world.

X.M Mission

Shanghai Minhang District Xuelexing Xiaomiao Kindergarten is committed to providing a holistic, bilingual education supporting cultural diversity, beliefs and values and as such develop the whole child for them to become successful global citizens and lifelong learners for a better future.

X..M Motto

Education Philosophy: Shanghai Minhang District Xuelexing Xiaomiao Kindergarten is committed to providing a bilingual holistic education supporting cultural diversity, beliefs and cultures. Xiaomiao kindergarten has committed itself to look after the whole-child and make them effective global citizens and lifelong learners for the future.

X.M Core Values

At xiaomiao we...

value Tradition,
(Knowledgeable)
inspire Change,
(Inquiring Risk-takers)
embrace Progress,
(Open-minded)

so that we can ..

respect Ourselves,
(Balanced)
welcome Diversity,
(Thinkers)
acknowledge Others
(Caring)

to...

be Accountable,
(Principled)



Be True and
(Reflective)
Be Us
(Communicators)

Standard and Practices (2022)

Rules-Article 6: Internal complaints procedure

Article 6.1: The school must have in place written procedures for how it will deal with complaints and students' requests for appeals against IB programme decisions taken by the school, ensure that details of these procedures are made widely available and accessible to all students, and operate in accordance with such procedures.

Article 6.2 The school must inform parents or legal guardians about the school's procedures for addressing complaints and students' requests for appeals of IB programme decisions taken by the school.

Leadership 4.4: The school ensures that students and legal guardians are informed of the general characteristics of relevant programme(s) and how the school implements them (0201-04-0400)

Approaches to assessment 3.4: The school implements, communicates and regularly reviews consistent and fair systems and processes for reporting student progress and handling appeals or challenges. (0404-03-0400)

Introduction

The kindergarten highly values all members of the school community and recognizes the significance of sincere feedback. Should parents have any concerns, they can rest assured that these will be taken seriously and addressed in accordance with established procedures. The kindergarten ensures that this procedure is accessible to all parents of currently enrolled students and also makes it available on the kindergarten's website. Parents of students who inquire about it are informed of its existence, availability, and the format in which it is published or made accessible. Concerns raised by parents of former students will only be handled under this procedure if, at the time the concern was initially raised, the student in question was still registered as a student at the kindergarten.



"Parents" refers to the individual(s) or guardian(s) holding parental responsibility for the student to whom the concern relates.

What Constitutes a Concern?

A concern represents an expression of dissatisfaction stemming from a real or perceived issue. It may pertain to the school as a whole, a specific department, or an individual staff member, and encompasses situations where a parent is discontented and seeks action from the school within the framework of this procedure. A concern is likely to emerge if a parent believes that the school has erred, neglected to fulfill a responsibility, or acted unfairly.

Parents can be assured that all concerns will be addressed with the utmost seriousness and confidentiality. Furthermore, a child will not face any penalties or negative consequences for a concern raised in good faith by themselves or their parents.

Timeframe for Dealing with Concerns

All concerns raised by parents will be dealt with in a serious and considerate manner, and they will receive a response within five working days.

It is in the best interests of all parties to address concerns as swiftly as possible. The kindergarten aims to complete the first two stages of the procedure within 20 working days (calendar months) from the date the concern is lodged, and then conclude Stage 3, the Appeal Panel Hearing, within a further 20 working days (calendar months).

For the purposes of this procedure, a working day is defined as any day within the term time as published on the kindergarten's calendar or website. If a concern is received shortly before or during a school holiday, the kindergarten will handle it promptly after the holiday period, adhering to the aforementioned timeframes.

Recording Concerns and Use of Personal Data

Following the resolution of a concern, the kindergarten will maintain a written record of all concerns raised and resolved at Stage 1 (the informal stage), Stage 2 (the formal stage), or those that proceed to Stage 3 (the hearing stage), as well as any actions taken by the kindergarten in response to these concerns, regardless of whether they are upheld.



The kindergarten processes data in compliance with its policies, as well as district, city, and national regulations. When addressing concerns, the kindergarten (including any panel members appointed during the Stage 3 process) may handle a variety of information, which is likely to encompass the following:

- Date when the concern was raised
- Name of the parent
- Name of the student
- Description of the concern
- Records of all investigations (if applicable)
- Witness statements (if applicable)
- Name and contact details of staff member(s) handling the concern at each stage
- Copies of all correspondence regarding the concern (including emails and records of conversations)
- Notes and minutes from the hearing
- The panel's decision

This information may include 'special category personal data' (potentially including sensitive information such as that relating to physical or mental health) when necessary due to the nature of the concern. This data will be processed in accordance with the kindergarten's policies, as well as district, city, and national regulations.

The kindergarten will retain records of formally submitted concerns, as well as hearing records, as required. In most cases, these records will be kept for a period of at least ten years after the student leaves the kindergarten, in accordance with its policies and district, city, and national regulations.

Correspondence, statements, and records relating to individual concerns will be kept confidential, except where an officially authorized government body conducting an inspection requires access to them.

The Three-Stage Concerns Submission Procedure

Stage 1 – Informal Resolution

1.1 It is hoped that concerns will be promptly and informally resolved.

1.2 If parents have a concern, they should normally get in touch with their child's Homeroom Teacher. In many instances, the matter can be resolved



immediately through this approach. If the Homeroom Teacher are unable to address the concern alone, they may need to consult with the relevant Head of Department, or even the Kindergarten Principal.

1.3 Concerns raised directly with a Head of Department, or even the Kindergarten Principal, will typically be referred back to the Homeroom Teacher, unless the Head of Department, or the Kindergarten Principal consider it appropriate to deal with the matter personally.

1.4 The Homeroom Teacher will keep a written record of all concerns and the date they were received. If the matter is not resolved within five working days, or if the staff member and the parent are unable to reach a satisfactory resolution, parents will be advised to proceed with their concern in accordance with Stage 2 of this Procedure.

Stage 2 – Formal Resolution

At this stage, the Principal may delegate responsibility to another senior member (typically the Division Administration). Therefore, all references to 'Principal' under stage 2 shall automatically be deemed to include the Division Administration where applicable.

2.1 If the concern cannot be resolved informally, parents should submit their request in writing to the Division Administration. After considering the concern, the Division Administration will decide on the appropriate course of action to take.

2.2 In most cases, the Division Administration (or their nominee, as concerned) will arrange a meeting with the parents to discuss the matter, normally within five working days of receiving the concern. Every effort will be made to reach a resolution at this stage.

2.3 It may be necessary for the Division Administration (or their nominee) to carry out further investigations, which might involve speaking to the parents to discuss the concern in more detail.

2.4 The Division Administration (or their nominee) will maintain written records of all meetings and interviews held in relation to these concerns.

2.5 Once the Division Administration (or their nominee) is satisfied, to the extent practicable, that all relevant facts have been established, a decision will be made, and parents will be informed of this decision. The Division Administration (or their nominee) will also provide reasons for the decision.



In most cases, the Division Administration will make their decision and provide the parents with reasons within 20 working days of the submission of the concern, as outlined in paragraph 2 above.

2.6 If the parents are not satisfied with the decision, they should proceed to Stage 3 of this procedure.

Stage 3 – Panel Hearing

If parents wish to initiate Stage 3 (following the failure to reach an earlier resolution), they should submit their appeal in writing to the Principal Office within five working days of receiving the Stage 2 decision, clearly stating their grounds for appeal. Any supporting evidence that parents intend to rely on should also be included with their appeal grounds.

3.1 The Principal Office will then forward the appeal to the School Panel for consideration. The Panel will comprise three individuals not directly involved in the matters detailed in the concern, with one member being independent of the kindergarten's management and operations. The Panel will be chaired by Principal. On behalf of the Panel, the Principal Office will acknowledge receipt of the concern within five working days and schedule a hearing to take place as soon as practicable, normally within 20 working days.

3.2 If the Panel deems it necessary, it may request that further details of the concern or any related matter be provided in advance of the hearing, or that further investigations be conducted. Copies of such details shall be supplied to all parties, normally no later than five working days prior to the hearing. Only the parents who submitted the concern are permitted to attend the hearing.

3.3 The Panel will decide whether it would be beneficial for witnesses to attend the hearing as well.

3.4 Concerns can only involve one family at a time and cannot be submitted on behalf of whole groups of students or by representatives.

3.5 The manner in which the hearing is conducted shall be at the discretion of the Panel.

3.6 If possible, the Panel will resolve the parents' complaint without the need for further investigation. Where further investigation is deemed necessary, the Panel will determine how it should be carried out.



3.7 After due consideration of all relevant facts, whether or not they pertain to the Stage 2 decision, the Panel will make findings as to the reasonableness of the concern and accordingly decide whether to: dismiss the concern in whole or in part; uphold the concern in whole or in part; and may make recommendations.

3.8 The Panel will inform the parents of its decision and the reasons for it, normally within five working days of the hearing (although additional time may be required if further investigations are necessary following the hearing). The decision of the Panel will be final, and parents will be required to sign a declaration acknowledging and accepting this fact at the beginning of Stage 3. A copy of the Panel's findings and recommendations (if any) will be filed in the school records for archival purposes.

To Submit Your Concerns

X.M Kindergarten:
jipei@liaoyuanedu.org

Review

The kindergarten's policies have been developed and refined in alignment with the revised IB standards and practices. This policy undergoes updates as an integral part of the kindergarten's review cycle, with relevant feedback from the community being incorporated accordingly.

Drafted: September 2024

Updated: September 2025

Next review: September 2027

This document will be subject to review and revision every two years.

Initial Committee responsible for drafting this policy: Principal Director, Principal, and PYP Coordinator.