

INTERNATIONAL EDUCATION BOARD



Complaints, Appeals, and Grievance Policy

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1. Preamble

- 1.1. The International Education Board (IEB) is an independent, private, non-governmental, and non-statutory international education authority.
- 1.2. IEB operates as a voluntary quality assurance and accreditation body for educational institutions worldwide.
- 1.3. IEB is committed to maintaining high standards of fairness, transparency, and accountability in all its operations.
- 1.4. This policy establishes the formal procedures for addressing complaints, appeals, and grievances submitted to the IEB.
- 1.5. IEB recognizes the importance of providing accessible and equitable mechanisms for stakeholders to raise concerns.
- 1.6. This policy reflects IEB's commitment to continuous improvement through responsive feedback management.
- 1.7. IEB acknowledges that effective complaint and appeal handling strengthens trust and confidence in the accreditation process.
- 1.8. This policy operates within the framework of IEB's broader governance and quality assurance policies.
- 1.9. IEB is not a government agency, statutory body, or regulatory authority in any jurisdiction.
- 1.10. IEB accreditation does not constitute government approval, statutory recognition, or professional licensure.

2. Purpose

- 2.1. The purpose of this policy is to establish clear and consistent procedures for handling complaints, appeals, and grievances.
- 2.2. This policy ensures that all stakeholders have access to fair and transparent mechanisms for raising concerns.
- 2.3. This policy defines the stages, timelines, and responsibilities involved in the resolution process.
- 2.4. This policy promotes accountability and integrity in IEB's decision-making processes.
- 2.5. This policy supports continuous improvement by identifying systemic issues through feedback analysis.
- 2.6. This policy protects the rights of complainants, appellants, and grievants while ensuring due process.
- 2.7. This policy provides guidance to IEB staff and committees on handling complaints, appeals, and grievances.
- 2.8. This policy ensures consistency in the application of resolution procedures across all cases.

3. Scope

- 3.1. This policy applies to all complaints, appeals, and grievances submitted to the IEB.
- 3.2. This policy covers concerns raised by accredited institutions, applicant institutions, and institutions under review.
- 3.3. This policy applies to concerns raised by learners enrolled at IEB-accredited institutions.
- 3.4. This policy covers concerns raised by staff members of institutions engaged with IEB.
- 3.5. This policy applies to concerns raised by members of the public regarding IEB operations or accredited institutions.
- 3.6. This policy covers appeals against accreditation decisions, including denial, suspension, or withdrawal of accreditation.
- 3.7. This policy applies to complaints about IEB staff, assessors, or committee members.
- 3.8. This policy covers grievances related to procedural fairness or conduct during the accreditation process.
- 3.9. This policy does not cover matters that fall under the jurisdiction of national regulatory authorities.
- 3.10. This policy does not address employment disputes between institutions and their staff.
- 3.11. This policy does not cover academic appeals related to individual student assessments at accredited institutions.
- 3.12. Matters outside the scope of this policy will be redirected to the appropriate authority or body.

4. Definitions

4.1. **Appellant** refers to an individual or institution that submits a formal appeal against an IEB decision.

4.2. **Complainant** refers to an individual or institution that submits a formal complaint to the IEB.

4.3. **Complaint** refers to an expression of dissatisfaction regarding IEB services, processes, staff, or accredited institutions.

4.4. **Appeal** refers to a formal request for review of an accreditation decision made by the IEB.

4.5. **Grievance** refers to a formal concern regarding procedural fairness, conduct, or treatment during IEB processes.

4.6. **Grievant** refers to an individual or institution that submits a formal grievance to the IEB.

4.7. **Resolution** refers to the outcome or decision reached following investigation of a complaint, appeal, or grievance.

4.8. **Investigation** refers to the systematic examination of facts and evidence related to a complaint, appeal, or grievance.

4.9. **Investigator** refers to an individual or panel appointed by IEB to examine a complaint, appeal, or grievance.

4.10. **Appeals Committee** refers to the IEB committee responsible for reviewing appeals against accreditation decisions.

4.11. **Complaints and Grievance Panel** refers to the IEB panel responsible for investigating complaints and grievances.

4.12. **Stakeholder** refers to any individual, institution, or organization with an interest in IEB operations.

4.13. **Working Days** refers to Monday through Friday, excluding public holidays observed by the IEB Secretariat.

4.14. **Acknowledgment** refers to the formal confirmation of receipt of a complaint, appeal, or grievance.

4.15. **Determination** refers to the formal decision issued following investigation.

5. Guiding Principles

5.1. Fairness

- 5.1.1. All complaints, appeals, and grievances will be handled impartially and without bias.
- 5.1.2. All parties will be given an equal opportunity to present their case and provide evidence.
- 5.1.3. Decisions will be based on objective assessment of facts and evidence.
- 5.1.4. No party will be disadvantaged for submitting a complaint, appeal, or grievance in good faith.

5.2. Transparency

- 5.2.1. Stakeholders will be informed of the procedures and timelines for resolution.
- 5.2.2. Decisions will include clear explanations of the rationale and evidence considered.
- 5.2.3. IEB will publish aggregate data on complaints, appeals, and grievances in its annual report.
- 5.2.4. This policy and related procedures will be publicly available on the IEB website.

5.3. Confidentiality

- 5.3.1. All information related to complaints, appeals, and grievances will be treated as confidential.
- 5.3.2. Information will only be disclosed to those directly involved in the investigation and resolution.
- 5.3.3. Personal data will be handled in accordance with IEB's Data Protection and Privacy Policy.
- 5.3.4. Identities of complainants will be protected where possible, subject to procedural requirements.

5.4. Timeliness

- 5.4.1. Complaints, appeals, and grievances will be addressed promptly and within defined timelines.
- 5.4.2. Parties will be kept informed of progress and any delays in the process.
- 5.4.3. Extensions to timelines will only be granted in exceptional circumstances.
- 5.4.4. Urgent matters affecting learner welfare will be prioritized.

5.5. Accessibility

- 5.5.1. The process will be accessible to all stakeholders regardless of location.
- 5.5.2. Submissions may be made electronically or in writing.
- 5.5.3. Reasonable accommodations will be made for stakeholders with disabilities.
- 5.5.4. Guidance and support will be available to assist stakeholders in navigating the process.

5.6. Natural Justice

- 5.6.1. All parties will be informed of allegations or concerns raised against them.
- 5.6.2. All parties will have the right to respond to allegations before a decision is made.
- 5.6.3. Decision-makers will be free from conflicts of interest.
- 5.6.4. Decisions will be made by appropriately qualified and authorized individuals or panels.

5.7. Continuous Improvement

- 5.7.1. Feedback from complaints, appeals, and grievances will inform IEB's quality improvement processes.
- 5.7.2. Systemic issues identified through this process will be addressed at the organizational level.
- 5.7.3. This policy will be regularly reviewed to ensure effectiveness.
- 5.7.4. IEB will learn from outcomes to prevent recurrence of issues.

5.8. Learner Protection

- 5.8.1. The welfare and interests of learners will be a primary consideration in all cases.
- 5.8.2. Complaints involving potential harm to learners will be treated as urgent.
- 5.8.3. IEB will take appropriate action to protect learners from harm or disadvantage.
- 5.8.4. Complainants who are learners will be provided with additional support as needed.

6. Complaints, Appeals, and Grievance Process Overview

6.1. General Overview

6.1.1. The IEB complaints, appeals, and grievance process consists of six sequential stages.

6.1.2. The process is designed to ensure thorough examination and fair resolution of all matters.

6.1.3. Not all cases will require progression through all stages.

6.1.4. The process may be abbreviated where early resolution is achieved.

6.2. Types of Submissions

6.2.1. Complaints relate to dissatisfaction with IEB services, processes, or conduct.

6.2.2. Appeals relate to formal challenges to accreditation decisions.

6.2.3. Grievances relate to concerns about procedural fairness or treatment.

6.2.4. The appropriate type of submission will be determined during preliminary review.

6.3. Process Stages

6.3.1. Stage 1 involves initial submission and receipt of the complaint, appeal, or grievance.

6.3.2. Stage 2 involves acknowledgment and preliminary review of the submission.

6.3.3. Stage 3 involves investigation and evidence gathering.

6.3.4. Stage 4 involves resolution and determination.

6.3.5. Stage 5 involves appeal of resolution (if applicable).

6.3.6. Stage 6 involves final decision and closure.

6.4. Progression Through Stages

6.4.1. All submissions begin at Stage 1.

6.4.2. Progression to subsequent stages depends on the nature and complexity of the matter.

6.4.3. Simple matters may be resolved at earlier stages.

6.4.4. Complex matters or formal appeals may require progression through all stages.

7. Stage 1: Initial Submission and Receipt

7.1. Purpose

- 7.1.1. The purpose of this stage is to receive and register complaints, appeals, and grievances.
- 7.1.2. This stage ensures that all submissions are captured in the IEB records system.
- 7.1.3. This stage initiates the formal process for handling the submission.

7.2. Submission Methods

- 7.2.1. Submissions may be made via the IEB online portal.
- 7.2.2. Submissions may be made via email to the designated IEB address.
- 7.2.3. Submissions may be made in writing to the IEB Secretariat.
- 7.2.4. Verbal complaints will be documented by IEB staff and confirmed with the complainant.

7.3. Required Information

- 7.3.1. The complainant, appellant, or grievant must provide their full name and contact information.
- 7.3.2. The submission must clearly describe the nature of the complaint, appeal, or grievance.
- 7.3.3. The submission must include relevant dates and circumstances.
- 7.3.4. The submission must identify the parties involved.
- 7.3.5. The submission should include any supporting documentation or evidence.
- 7.3.6. The submission should specify the outcome or resolution sought.

7.4. Appeals Against Accreditation Decisions

- 7.4.1. Appeals against accreditation decisions must be submitted within thirty (30) calendar days of receiving the decision.
- 7.4.2. Appeals must clearly state the grounds for the appeal.
- 7.4.3. Valid grounds for appeal include procedural irregularity, factual error, or new evidence.
- 7.4.4. Disagreement with the professional judgment of assessors is not a valid ground for appeal.

7.5. Complaints and Grievances

7.5.1. Complaints should be submitted within ninety (90) calendar days of the event or issue.

7.5.2. Grievances should be submitted within sixty (60) calendar days of the event or issue.

7.5.3. Late submissions may be accepted at IEB's discretion in exceptional circumstances.

7.5.4. The reasons for late submission must be explained and documented.

7.6. Registration

7.6.1. All submissions will be registered and assigned a unique reference number.

7.6.2. The reference number will be used for all correspondence related to the case.

7.6.3. The submission date will be recorded for timeline tracking purposes.

7.6.4. The complainant, appellant, or grievant will receive confirmation of registration.

8. Stage 2: Acknowledgment and Preliminary Review

8.1. Purpose

- 8.1.1. The purpose of this stage is to acknowledge receipt and conduct preliminary review.
- 8.1.2. This stage assesses whether the submission falls within IEB's scope and jurisdiction.
- 8.1.3. This stage determines the appropriate pathway for handling the submission.
- 8.1.4. This stage identifies any urgent matters requiring immediate attention.

8.2. Acknowledgment

- 8.2.1. IEB will acknowledge receipt of all submissions within five (5) working days.
- 8.2.2. The acknowledgment will confirm the reference number assigned to the case.
- 8.2.3. The acknowledgment will provide an overview of the next steps.
- 8.2.4. The acknowledgment will include contact information for further inquiries.
- 8.2.5. The acknowledgment will provide an estimated timeline for the process.

8.3. Preliminary Review

- 8.3.1. The IEB Secretariat will conduct a preliminary review of the submission.
- 8.3.2. The review will assess whether the submission is complete.
- 8.3.3. The review will determine whether the matter falls within IEB's jurisdiction.
- 8.3.4. The review will classify the submission as a complaint, appeal, or grievance.
- 8.3.5. The review will assess the urgency and priority of the matter.

8.4. Request for Additional Information

- 8.4.1. If the submission is incomplete, additional information may be requested.
- 8.4.2. The complainant, appellant, or grievant will be given ten (10) working days to provide additional information.
- 8.4.3. Failure to provide requested information may result in the case being closed.
- 8.4.4. Extensions may be granted upon reasonable request.

8.5. Preliminary Assessment Outcomes

- 8.5.1. If the submission is within scope, the matter will proceed to Stage 3.

8.5.2. If the submission is outside scope, the complainant will be advised and redirected if possible.

8.5.3. If the submission is frivolous or vexatious, it may be dismissed.

8.5.4. If the submission is urgent, expedited handling will be initiated.

8.6. Early Resolution

8.6.1. Where possible, matters may be resolved informally at this stage.

8.6.2. Early resolution may involve clarification of misunderstandings.

8.6.3. Early resolution may involve immediate corrective action by IEB.

8.6.4. If early resolution is achieved, the case will proceed to Stage 6 for closure.

9. Stage 3: Investigation and Evidence Gathering

9.1. Purpose

9.1.1. The purpose of this stage is to conduct a thorough investigation of the matter.

9.1.2. This stage gathers all relevant evidence and information.

9.1.3. This stage ensures that all parties have an opportunity to provide their account.

9.1.4. This stage establishes the facts necessary for a fair determination.

9.2. Appointment of Investigator

9.2.1. IEB will appoint an appropriate investigator or panel to examine the matter.

9.2.2. For complaints, the Complaints and Grievance Panel will be appointed.

9.2.3. For appeals against accreditation decisions, the Appeals Committee will be appointed.

9.2.4. For grievances, the Complaints and Grievance Panel will be appointed.

9.2.5. Investigators will be free from conflicts of interest.

9.2.6. Investigators will sign confidentiality and conflict of interest declarations.

9.3. Investigation Process

9.3.1. The investigator will review all documentation submitted.

9.3.2. The investigator may request additional documentation from any party.

9.3.3. The investigator may conduct interviews with relevant parties.

9.3.4. The investigator may seek expert advice where appropriate.

9.3.5. The investigator will document all evidence gathered.

9.4. Right to Respond

9.4.1. All parties against whom allegations are made will be informed of the allegations.

9.4.2. Parties will be given fifteen (15) working days to provide a written response.

9.4.3. Parties may provide additional evidence to support their response.

9.4.4. Parties may request an opportunity to present their case in person or virtually.

9.5. Complainant Participation

9.5.1. The complainant, appellant, or grievant will be kept informed of progress.

9.5.2. The complainant may be asked to provide clarification or additional evidence.

9.5.3. The complainant may request to provide oral testimony.

9.5.4. The complainant will be informed of any significant developments.

9.6. Investigation Report

9.6.1. The investigator will prepare a comprehensive investigation report.

9.6.2. The report will summarize the allegations and evidence gathered.

9.6.3. The report will include findings of fact based on the evidence.

9.6.4. The report will include recommendations for resolution.

9.6.5. The report will be submitted to the appropriate decision-making body.

9.7. Investigation Timeline

9.7.1. Investigations will normally be completed within thirty (30) working days.

9.7.2. Complex cases may require additional time.

9.7.3. If an extension is required, all parties will be informed.

9.7.4. The reasons for any delay will be documented and communicated.

10. Stage 4: Resolution and Determination

10.1. Purpose

- 10.1.1. The purpose of this stage is to reach a determination on the matter.
- 10.1.2. This stage applies the findings of the investigation to reach a fair outcome.
- 10.1.3. This stage issues the formal decision and any remedial actions required.

10.2. Decision-Making Authority

- 10.2.1. For complaints, the Complaints and Grievance Panel will make the determination.
- 10.2.2. For appeals against accreditation decisions, the Appeals Committee will make the determination.
- 10.2.3. For grievances, the Complaints and Grievance Panel will make the determination.
- 10.2.4. Decision-makers will be independent from the original decision or matter under review.

10.3. Determination Process

- 10.3.1. The decision-making body will review the investigation report.
- 10.3.2. The decision-making body may request additional information if required.
- 10.3.3. The decision-making body will deliberate on the evidence and findings.
- 10.3.4. The decision-making body will reach a determination by consensus or majority vote.

10.4. Possible Outcomes for Complaints

- 10.4.1. The complaint may be upheld in full.
- 10.4.2. The complaint may be upheld in part.
- 10.4.3. The complaint may not be upheld.
- 10.4.4. The complaint may be referred to another body if outside IEB jurisdiction.

10.5. Possible Outcomes for Appeals

- 10.5.1. The appeal may be upheld, and the original decision overturned.
- 10.5.2. The appeal may be upheld, and the matter remitted for reconsideration.
- 10.5.3. The appeal may be upheld in part, with modifications to the original decision.
- 10.5.4. The appeal may not be upheld, and the original decision confirmed.

10.6. Possible Outcomes for Grievances

- 10.6.1. The grievance may be upheld in full.
- 10.6.2. The grievance may be upheld in part.
- 10.6.3. The grievance may not be upheld.
- 10.6.4. Recommendations for procedural improvements may be made.

10.7. Remedial Actions

- 10.7.1. Where a complaint, appeal, or grievance is upheld, appropriate remedial action will be determined.
- 10.7.2. Remedial actions may include an apology.
- 10.7.3. Remedial actions may include correction of records.
- 10.7.4. Remedial actions may include reconsideration of a decision.
- 10.7.5. Remedial actions may include process improvements.
- 10.7.6. Remedial actions may include disciplinary action against staff (handled under separate policy).

10.8. Communication of Determination

- 10.8.1. The determination will be communicated in writing within ten (10) working days of the decision.
- 10.8.2. The communication will include the decision reached.
- 10.8.3. The communication will include the reasons for the decision.
- 10.8.4. The communication will include any remedial actions to be taken.
- 10.8.5. The communication will include information on the right to appeal the determination.

11. Stage 5: Appeal of Resolution

11.1. Purpose

11.1.1. The purpose of this stage is to provide a mechanism for review of determinations.

11.1.2. This stage ensures that parties have recourse if dissatisfied with the outcome.

11.1.3. This stage provides a final level of review before closure.

11.2. Right to Appeal

11.2.1. Complainants, appellants, and grievants have the right to appeal the determination.

11.2.2. Appeals must be submitted within fifteen (15) working days of receiving the determination.

11.2.3. Appeals must be submitted in writing to the IEB Secretariat.

11.2.4. Appeals must clearly state the grounds for the appeal.

11.3. Grounds for Appeal

11.3.1. Valid grounds for appeal include procedural irregularity in the investigation.

11.3.2. Valid grounds include new evidence that was not available at the time of investigation.

11.3.3. Valid grounds include disproportionate or unreasonable determination.

11.3.4. Disagreement with the decision alone is not a valid ground for appeal.

11.4. Appeal Review

11.4.1. Appeals will be reviewed by a senior IEB official or the Governing Council.

11.4.2. The reviewer will be independent from the original determination.

11.4.3. The reviewer will assess whether the grounds for appeal are valid.

11.4.4. The reviewer may request additional information from any party.

11.5. Appeal Outcomes

11.5.1. The appeal may be upheld, and the determination overturned or modified.

11.5.2. The appeal may be upheld, and the matter remitted for reconsideration.

11.5.3. The appeal may not be upheld, and the original determination confirmed.

11.5.4. The appeal decision is final.

11.6. Communication of Appeal Decision

11.6.1. The appeal decision will be communicated within fifteen (15) working days.

11.6.2. The communication will include the decision reached.

11.6.3. The communication will include the reasons for the decision.

11.6.4. The communication will confirm that the decision is final.

12. Stage 6: Final Decision and Closure

12.1. Purpose

- 12.1.1. The purpose of this stage is to formally close the case.
- 12.1.2. This stage ensures that all actions have been completed.
- 12.1.3. This stage documents the outcome for record-keeping purposes.

12.2. Case Closure

- 12.2.1. A case is closed when a final decision has been reached and communicated.
- 12.2.2. A case is closed when early resolution has been achieved.
- 12.2.3. A case is closed when the complainant withdraws the submission.
- 12.2.4. A case is closed when the time limit for appeal has expired without appeal.

12.3. Closure Notification

- 12.3.1. The complainant, appellant, or grievant will receive formal notification of closure.
- 12.3.2. The notification will summarize the outcome.
- 12.3.3. The notification will confirm any actions taken.
- 12.3.4. The notification will invite feedback on the process.

12.4. Record Keeping

- 12.4.1. All documentation related to the case will be retained in accordance with IEB's records policy.
- 12.4.2. Records will be stored securely and confidentially.
- 12.4.3. Records will be retained for a minimum of seven (7) years.
- 12.4.4. Records may be used for quality improvement purposes in anonymized form.

12.5. Learning and Improvement

- 12.5.1. Outcomes will be analyzed to identify trends and systemic issues.
- 12.5.2. Recommendations for improvement will be reported to the Governing Council.
- 12.5.3. Improvements will be implemented as appropriate.
- 12.5.4. The effectiveness of improvements will be monitored.

13. Timelines and Indicative Schedule

13.1. Standard Timelines

- 13.1.1. Acknowledgment of receipt: within five (5) working days.
- 13.1.2. Preliminary review completion: within ten (10) working days of acknowledgment.
- 13.1.3. Investigation completion: within thirty (30) working days of preliminary review.
- 13.1.4. Determination communication: within ten (10) working days of decision.
- 13.1.5. Appeal of resolution submission deadline: within fifteen (15) working days of determination.
- 13.1.6. Appeal decision communication: within fifteen (15) working days of appeal submission.

13.2. Total Indicative Duration

- 13.2.1. Simple complaints may be resolved within twenty (20) working days.
- 13.2.2. Standard cases may be resolved within sixty (60) working days.
- 13.2.3. Complex cases or appeals may require up to ninety (90) working days.
- 13.2.4. Cases requiring appeal of resolution may require up to one hundred twenty (120) working days.

13.3. Extensions

- 13.3.1. Extensions may be granted in exceptional circumstances.
- 13.3.2. Valid reasons for extension include complexity of the matter.
- 13.3.3. Valid reasons include unavailability of key parties.
- 13.3.4. Valid reasons include the need for expert advice.
- 13.3.5. All parties will be notified of any extensions and the reasons.

13.4. Urgent Matters

- 13.4.1. Matters involving potential harm to learners will be treated as urgent.
- 13.4.2. Urgent matters will be prioritized for immediate attention.
- 13.4.3. Interim measures may be implemented pending full investigation.

13.4.4. Urgent matters will follow expedited timelines.

14. Fees and Costs

14.1. Submission Fees

- 14.1.1. There is no fee for submitting a complaint or grievance to IEB.
- 14.1.2. Appeals against accreditation decisions may be subject to an appeal fee.
- 14.1.3. The appeal fee covers administrative costs of the appeal process.
- 14.1.4. The current appeal fee schedule is published on the IEB website.

14.2. Fee Refunds

- 14.2.1. Appeal fees will be refunded if the appeal is upheld in full.
- 14.2.2. Appeal fees may be partially refunded if the appeal is upheld in part.
- 14.2.3. Appeal fees are non-refundable if the appeal is not upheld.
- 14.2.4. Fee waivers may be considered in cases of financial hardship.

14.3. Other Costs

- 14.3.1. Each party will bear their own costs in preparing submissions.
- 14.3.2. IEB does not reimburse costs incurred by complainants, appellants, or grievants.
- 14.3.3. IEB does not provide legal representation.
- 14.3.4. Parties may engage legal representation at their own cost.

15. Withdrawal of Complaint, Appeal, or Grievance

15.1. Right to Withdraw

15.1.1. Complainants, appellants, and grievants may withdraw their submission at any time.

15.1.2. Withdrawal must be submitted in writing to the IEB Secretariat.

15.1.3. Withdrawal will normally result in closure of the case.

15.2. Consequences of Withdrawal

15.2.1. Upon withdrawal, no further action will be taken on the matter.

15.2.2. Records of the submission and withdrawal will be retained.

15.2.3. Appeal fees are non-refundable upon withdrawal.

15.2.4. Withdrawal does not preclude submission of a new complaint on a different matter.

15.3. IEB Discretion

15.3.1. In exceptional circumstances, IEB may continue the investigation despite withdrawal.

15.3.2. This may occur where serious issues of public interest or learner welfare are identified.

15.3.3. The complainant will be informed if the investigation continues.

15.3.4. The complainant's cooperation will be requested but not required.

16. Confidentiality and Data Handling

16.1. Confidentiality Obligations

16.1.1. All information related to complaints, appeals, and grievances will be treated as confidential.

16.1.2. Information will only be disclosed to those directly involved in the process.

16.1.3. All IEB staff, committee members, and investigators are bound by confidentiality obligations.

16.1.4. Breaches of confidentiality will be treated as serious misconduct.

16.2. Data Protection

16.2.1. Personal data will be handled in accordance with IEB's Data Protection and Privacy Policy.

16.2.2. Personal data will only be collected for legitimate purposes.

16.2.3. Personal data will be stored securely.

16.2.4. Data subjects have the right to access their personal data held by IEB.

16.3. Disclosure

16.3.1. Parties against whom allegations are made will receive sufficient information to respond.

16.3.2. This may include disclosure of the complainant's identity.

16.3.3. Complainants will be informed if their identity must be disclosed.

16.3.4. Anonymous complaints will be accepted but may limit the ability to investigate.

16.4. Reporting

16.4.1. Aggregate data on complaints, appeals, and grievances will be reported annually.

16.4.2. Reports will not identify individuals or institutions.

16.4.3. Reports will include numbers, types, and outcomes of submissions.

16.4.4. Reports will inform continuous improvement efforts.

17. Roles and Responsibilities

17.1. IEB Secretariat

- 17.1.1. Receives and registers all complaints, appeals, and grievances.
- 17.1.2. Conducts preliminary review and acknowledgment.
- 17.1.3. Coordinates the investigation and resolution process.
- 17.1.4. Maintains records and documentation.
- 17.1.5. Communicates with all parties throughout the process.
- 17.1.6. Provides guidance and support to complainants, appellants, and grievants.

17.2. Complaints and Grievance Panel

- 17.2.1. Conducts investigations into complaints and grievances.
- 17.2.2. Prepares investigation reports.
- 17.2.3. Makes determinations on complaints and grievances.
- 17.2.4. Recommends remedial actions where appropriate.

17.3. Appeals Committee

- 17.3.1. Reviews appeals against accreditation decisions.
- 17.3.2. Conducts investigations into appeals.
- 17.3.3. Makes determinations on appeals.
- 17.3.4. Ensures procedural fairness in the appeals process.

17.4. Governing Council

- 17.4.1. Provides oversight of the complaints, appeals, and grievance process.
- 17.4.2. Reviews appeals of resolution in exceptional cases.
- 17.4.3. Approves policy amendments.
- 17.4.4. Receives reports on complaints, appeals, and grievance outcomes.

17.5. Complainants, Appellants, and Grievants

- 17.5.1. Submit complete and accurate information.
- 17.5.2. Cooperate with the investigation process.

17.5.3. Respond to requests for information within specified timelines.

17.5.4. Treat all parties with respect throughout the process.

17.6. Respondents

17.6.1. Respond to allegations within specified timelines.

17.6.2. Provide accurate and complete information.

17.6.3. Cooperate with the investigation process.

17.6.4. Treat all parties with respect throughout the process.

18. Policy Review

- 18.1. This policy will be reviewed every three (3) years.
- 18.2. Reviews will assess the effectiveness of the policy and procedures.
- 18.3. Reviews will consider feedback from stakeholders.
- 18.4. Reviews will incorporate lessons learned from cases handled.
- 18.5. Amendments will be approved by the IEB Governing Council.
- 18.6. Stakeholders will be notified of significant amendments.
- 18.7. The current version of this policy will be published on the IEB website.

19. Disclaimer and Legal Position

- 19.1. IEB is an independent, private, non-governmental, and non-statutory international education authority.
- 19.2. This policy does not create any legal rights or obligations enforceable in any jurisdiction.
- 19.3. IEB accreditation does not constitute government approval, statutory recognition, or professional licensure.
- 19.4. This policy operates within the voluntary accreditation framework established by IEB.
- 19.5. IEB reserves the right to amend this policy at any time without prior notice.
- 19.6. Decisions made under this policy are internal to the IEB accreditation framework.
- 19.7. Stakeholders seeking legal remedies should consult appropriate legal counsel.
- 19.8. This policy does not limit any rights stakeholders may have under applicable law.

20. Conclusion

- 20.1. This policy establishes IEB's commitment to fair and transparent handling of complaints, appeals, and grievances.
- 20.2. IEB values feedback from stakeholders as essential to continuous improvement.
- 20.3. The procedures outlined in this policy are designed to ensure due process and natural justice.
- 20.4. IEB encourages stakeholders to raise concerns through the mechanisms provided.
- 20.5. IEB is committed to resolving issues promptly and equitably.
- 20.6. This policy reflects IEB's values of fairness, transparency, and accountability.

21. Annexures

21.1. Annexure A: Complaint Submission Form

21.1.1. Annexure A provides a template for submitting complaints to IEB.

21.1.2. The form includes fields for complainant details, description of complaint, and evidence.

21.1.3. The annexure is available as a separate document from IEB Secretariat.

21.2. Annexure B: Appeal Submission Form

21.2.1. Annexure B provides a template for submitting appeals against accreditation decisions.

21.2.2. The form includes fields for appellant details, grounds for appeal, and supporting evidence.

21.2.3. The annexure is available as a separate document from IEB Secretariat.

21.3. Annexure C: Grievance Submission Form

21.3.1. Annexure C provides a template for submitting grievances to IEB.

21.3.2. The form includes fields for grievant details, description of grievance, and evidence.

21.3.3. The annexure is available as a separate document from IEB Secretariat.

21.4. Annexure D: Timeline Summary

21.4.1. Annexure D provides a summary of indicative timelines for the process.

21.4.2. The summary assists stakeholders in understanding the expected duration.

21.4.3. The annexure is available as a separate document from IEB Secretariat.

21.5. Annexure E: Glossary of Terms

21.5.1. Annexure E provides extended definitions of terms used in this policy.

21.5.2. The glossary supplements the definitions provided in Section 4.

21.5.3. The annexure is available as a separate document from IEB Secretariat.

22. Document Control

22.1. Document Information

22.1.1. Document Title: Complaints, Appeals, and Grievance Policy

22.1.2. Document Code: IEB-POL-006

22.1.3. Version: 1.0

22.1.4. Effective Date: January 2026

22.1.5. Next Review Date: January 2029

22.1.6. Prepared by: International Education Board Quality Assurance Division

22.1.7. Approved By: IEB Governing Council

22.1.8. Classification: Public

22.2. Version History

22.2.1. Version 1.0 represents the initial release of this policy.

22.2.2. Future versions will be documented with version number, date, and summary of changes.

22.2.3. All previous versions are archived and available upon request.

22.3. Related Documents

22.3.1. IEB Accreditation Framework and Standards Policy (IEB-POL-001)

22.3.2. IEB Accreditation Process Policy (IEB-POL-002)

22.3.3. IEB Eligibility Criteria Policy (IEB-POL-003)

22.3.4. IEB Accreditation Levels and Status Policy (IEB-POL-004)

22.3.5. IEB Accreditation Validity, Monitoring, and Review Policy (IEB-POL-005)

22.3.6. IEB Data Protection and Privacy Policy (IEB-POL-007)

22.3.7. IEB Recognition and Representation Policy (IEB-POL-008)

22.3.8. IEB Logo Use and Intellectual Property Policy (IEB-POL-009)

22.3.9. IEB Accreditation Decision-Making and Oversight Policy (IEB-POL-010)

23. Approval

- 23.1. This policy has been reviewed and approved by the IEB Governing Council.
- 23.2. This policy is effective from the date specified in Document Control.
- 23.3. All stakeholders are expected to comply with this policy.
- 23.4. Queries regarding this policy should be directed to the IEB Secretariat.

End of Document

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