

International Baccalaureate

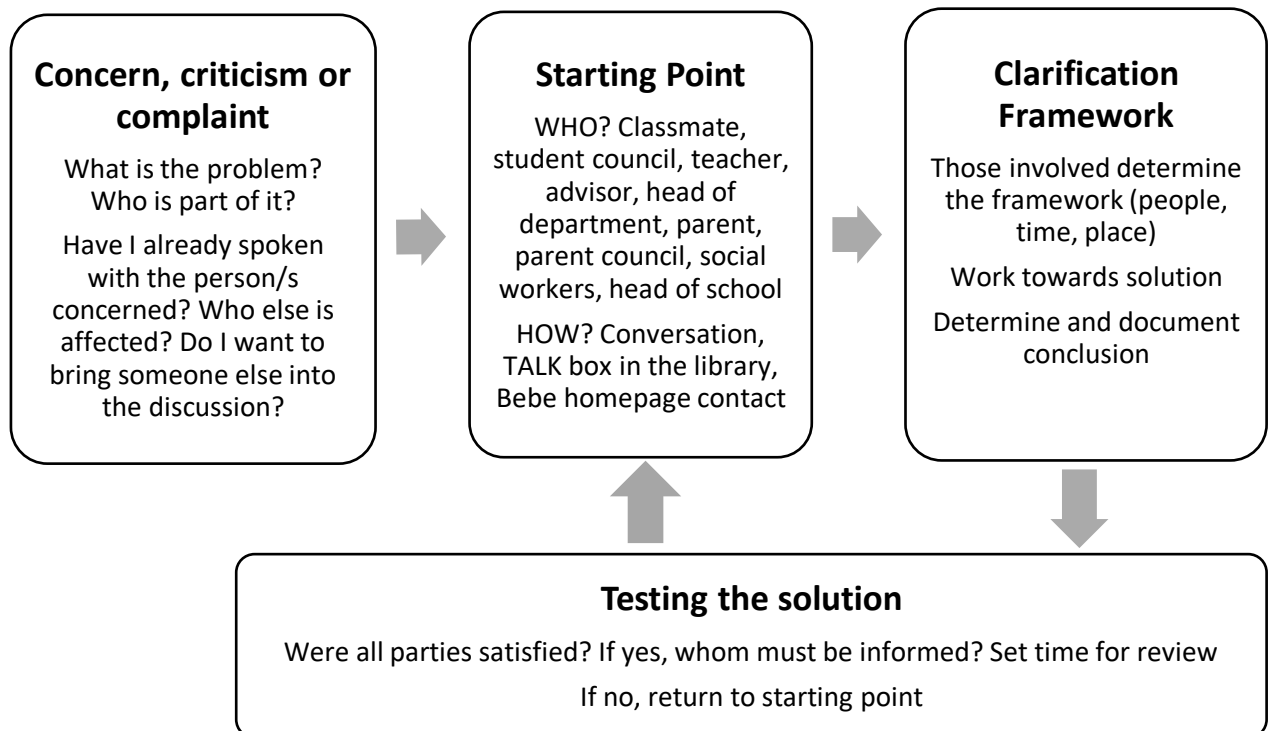
Conflict and Complaint Resolution Policy

Goals

- Mutual support through adherence to values
- Starting point for collective development and resolution of complaints and conflicts
- Supporting a positive and productive atmosphere at school

Procedure

- Contact appropriate person at school, available under “contacts” on the school homepage (bebe-dresden.de) or by calling the school Secretary at (351) 449 040
- Any concerns regarding the International Baccalaureate or English Enrichment Programs can be raised with the IBDP/EE Coordinator, Laura Protector, at ib@bebe-dresden.de or with the Head of School, Marcello Meschke at schulleiter@bebe-dresden.de. For further information on the requirements of the IB Program, please see our *Admissions and Requirements* and *Assessment Policies*.
- An initial response from the contact person will take place within 2 business days



- Providing criticism: present situation as concretely and respectfully as possible
- Receive criticism: ask specific questions, take the matter seriously, avoid hasty judgments and justification