



ROGALAND
FYLKESKOMMUNE



IB Diploma Programme at St Olav videregående skole

Complaints Procedures

Revised: spring 2026

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International Baccalaureate Mission Statement

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 organisation works with schools, governments, and international organisations to develop challenging programmes of international education and rigorous assessment. These programmes encourage young people across the world to become active, compassionate, and lifelong learners who understand that other people with their differences can also be right.

St. Olav videregående skole Mission Statement

We are diversity, we create mastery, we offer opportunity.

Diversity: We are inclusive and have a place for all. We embrace different ideas and personalities. We vary instruction and offer individual accommodations.

Mastery: We motivate each other and want to learn. We develop individually through social and academic collaboration. We are curious, persistent, creative and optimistic.

Opportunity: We are open for learning now and in the future. We offer wider variety of subject choices for future study and career. We grow as individuals.

Student democracy at St. Olav vgs

All tutor groups at St. Olav vgs are represented in the Student Council. The student council meets six times per school year with the representative for the Head of School and the Student Environmental Officer to discuss issues related to student academic and social environment.

The Student Board is comprised of one class representative from each year group and has direct contact with the Head of School. They meet six times per school year with Head of School, a member of the school management team and the Student Environmental Officer. Meetings take place prior to the Council meetings and arrange the agenda for these. This ensures that student voices are heard, represented and have an influence on school life and policy.

What are the complaints procedures at St. Olav vgs?

At St. Olav vgs, students have the right to question their results on assessment and tests/exams. Formal complaints procedures are as follows:

For complaints related to internal matters, students and, where students are under 18 years, parents/guardians should proceed as follows:

Step 1: As a first point of contact, the student should contact the relevant subject teacher and/or their Personal Tutor as relevant to the issue. This teacher/tutor will meet with the student and proceed to gather information from other subject teachers, counsellor(s) where appropriate to the situation.

Step 2: The teacher will contact the parents/guardians if the student is under 18 years, and only with the student's express permission if they are over 18 years, to invite them to attend a meeting with the student and selected members of the student support team: Personal Tutor, counsellor, subject teacher, IB Coordinator. The focus of such meetings is to share information and to seek the best possible solution for the student. Where necessary and appropriate, outside agencies will be contacted for specific support for the student.

Step 3: Should the above not be sufficient to find a solution, the student may then submit a formal written appeal to the Head of School clearly outlining the situation, their problems with any proposed solution. The Head of School will review the appeal and make a decision which will then be communicated in writing to the student and/or parents/guardians.

Step 4: The final step in the complaints process is to contact Rogaland County Education Authority.

What is the process for specific IB Appeals: Enquiry Upon Results (EUR)?

If the complaint is related to IB examination results, the students should directly contact the IB Coordinator as soon as possible after results issue on July 6th. Dependent upon the circumstances and information from IB regarding component results, an EUR may be submitted to the IBO. Students cover this cost themselves and are refunded should their grade go up. There is no reimbursement if the grade goes down or is unaltered. All communication with and payment to IB must go via the school.

This policy is reviewed and updated as relevant by the IB Coordinator and relevant members of the IB Advisory Team and the Senior Management Team.