



# IEB Complaints Policy

## Complaints

A complaint is an expression of dissatisfaction with the manner in which IEB-related matters have been managed by a staff member, a school or educational institution registered with the IEB.

### **The IEB expects its staff to:**

1. respond to queries promptly.
2. respond politely.
3. treat all enquiries and people with equal regard for timeframes and attention.
4. work accurately and correct errors that may have been made as soon as possible.
5. perform the actions they have committed to undertake.
6. follow the IEB's policies and procedures as well as South African law, and provide valid reasons, should this not be possible.

Should a person have a different experience of the work of IEB staff, a complaint may be lodged in writing to the CEO of the IEB or via email ([complaints@ieb.co.za](mailto:complaints@ieb.co.za)).

**The IEB is an examinations board** and hence has no jurisdiction over the day-to-day operation and management of schools and educational institutions registered with it.

### **The IEB expects the schools and educational institutions registered with it to:**

1. have an internal policy and process to manage complaints about issues that fall under its control. Such issues include but may not be limited to:
  - operational matters.
  - policies and procedures.
  - the quality of teaching and learning.
  - management of irregularities that occur in the conduct of assessments at the school or educational institution.
  - the administrative processes in respect of the registration of candidates.
  - fees charged by the school or educational institution.
2. conduct IEB assessments in accordance with the policies and procedures of the IEB.

Should a person believe that a school or educational institution is not conducting IEB assessments in accordance with the policies and procedures of the IEB, a complaint may be lodged in writing to the CEO of the IEB or via email ([complaints@ieb.co.za](mailto:complaints@ieb.co.za)).

## **The content of the complaint**

1. Complaints must be submitted in writing or via email.
2. The following information needs to be provided:
  - 2.1 Which IEB staff member or which school or educational institution are you complaining about?
  - 2.2 What is the issue you are complaining about?
  - 2.3 When and where did the incident happen?
  - 2.4 In the case of a school or educational institution, have you complained to them already? If so, please indicate the date, the person to whom you complained and a copy of the complaint you submitted and any response you may have received.
  - 2.5 What would you like done in order to address your complaint?
  - 2.6 Your details (name and contact details, including email address and telephone number).

## **What to expect**

1. Confirmation of the receipt of your complaint within 5 working days, outlining our understanding of the complaint and whether we are able to investigate the complaint.
2. Should we not be able to investigate the complaint we will explain the reason. If the complaint is in respect of an issue that falls within the responsibilities of the school or educational institution, we will forward our response to you and send a copy to the school or educational institution for their attention.

Should we investigate the complaint further, we may request additional information.

Our investigation will attempt to establish whether there has been non-compliance and/or a breach of expected conduct. We will also provide all parties with the opportunity to clarify the issue from their perspective. The intention is primarily to resolve the issue fairly and as swiftly as possible.

## **The IEB is not able to deal with complaints in respect of:**

1. A person who disagrees with IEB policies or procedures or the legal provisions under which the IEB operates.
2. Matters that are internal to the operation of schools or educational institutions that are registered to write examinations with the IEB.
3. Matters that are related to a current regulatory action, current or potential legal proceedings.
4. Matters that have previously been investigated and on which a pronouncement has been made.
5. Incidents that are not reported timeously i.e., within a reasonable period of time from the occurrence of the incident.
6. Incidents where the complainant does not provide their details i.e., name and contact details, including email address and telephone number.

## **Whistleblowing**

In instances where you have identified actions that you believe jeopardise or have jeopardised the integrity of any of the IEB's external examinations or assessments, you may submit a report of the alleged actions i.e., the date and time of the actions, the nature of the actions, the school or educational institution and the names of the people, alleged to be responsible for or involved with the actions.

Such reports may be submitted via the email [whistleblowing@ieb.co.za](mailto:whistleblowing@ieb.co.za). Your details (name and contact details, including email address and telephone number) must be provided. The identity of the whistle-blower will be protected.

Such reports will be addressed under the IEB's policy on the management of irregularities.