



**XLIS**

XI'AN LIANGJIATAN  
INTERNATIONAL SCHOOL

**2026-2027**

XI'AN LIANGJIATAN INTERNATIONAL SCHOOL

**COMPLAINTS PROCEDURE**

## **XLIS Complaints Procedure**

In order to achieve our mission to enable confident, open-minded global citizens through life-long learning and a sense of community, communication is a priority. This complaints procedure aims to provide clear avenues for all community members to have their voices heard.

### **Complaints Flow**

The first line of communication between a student or parent should be the homeroom teachers. Each primary school class has one homeroom teacher and one teaching assistant. Each secondary class has two homeroom teachers.

The process for dealing with a complaint is for the complainant to meet face to face with the complainee. The complainant should have the opportunity to share the issue with the complainee and then the complainee should be given the opportunity to listen make any necessary changes.

As with the XLIS Code of Conduct, if a complaint is not resolved at the homeroom teacher level it should then be escalated to the direct supervisor. This may be the divisional principal or a member of the Senior Management Team. If it is not resolved at this level it would go to the Head of School.

### **Programme Specific Complaints**

IB coordinators at XLIS do not deal with teacher appraisal or complaints about staff. They are in a coaching and support role. However, any programme specific complaints should be directed to the coordinator. Examples of these may include subject choices or inquiries about grades. Any student requests for appeals against IB programme decisions taken by the school should be directed to the coordinator first and escalated as above if necessary.

### **Timeline for Response**

Any inquiry or complaint made to a member of XLIS staff should receive a response within twenty-four hours. This may not necessarily be the solution. A solution at the homeroom teacher level may be expected within 3 working days. Should the complaint need to be escalated to the direct supervisor, please expect up to 5 working days.

If any member of the school community is unsure who to address a complaint to, they may email their complaint to [pr@xalis.com](mailto:pr@xalis.com) and it will be forwarded to the correct person. There is a direct link to an online complaints forum on our public website [here](#). There is also a link to a complaints forum on our public WeChat channel.

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XLIS WeChat



XLIS Website



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