

## The Highland High School IB program complaints procedure

- Highland High School IB is committed to providing an excellent quality of service. We value your views and feedback we receive and aim to make continuous improvements to this mission.
- Email contact for any questions or complaints: [kyle.bracken@slcschools.org](mailto:kyle.bracken@slcschools.org)
- If you have a query, please contact Kyle Bracken so that – wherever possible – we can answer any queries before they become complaints.

### Principles of the procedure

To ensure the complaints process is effective, the following principles are applied throughout the complaints process and provide a framework for communication between stakeholders and IB staff.

*Fairness* – we aim to have a fair complaints procedure that ensures everyone is treated equally.

*Courtesy* – all communication in relation to this procedure should be based on mutual respect, trust and courtesy.

*Accessibility* – we aim to have a complaints procedure that is easy to understand, easy to access and well publicized.

*Timeliness* – we aim to ensure that all complaints are dealt with in a timely manner.

*Effectiveness* – the complaints procedure is monitored and reviewed to ensure it continues to be effective.

*Attentiveness* – you will be given every opportunity to put forward your complaint, and you can be assured that we are listening. We will update you on the process and status of your complaint as appropriate.

### Scope of the procedure

#### What this procedure covers

Anyone who has directly accessed the Highland High's IB's services, and has concerns about those services, can make a complaint to the Highland High's IB which, in most cases, will result in a formal response.

To maximize the chances of a quick resolution, we ask that you submit your complaint within a period of 3 months following the incident. The Highland IB is committed to handle it sensitively and efficiently in line with the principles of our procedure as listed above.

Although most complaints regarding the IB program at Highland should go through the IB coordinator and fall within the remit of our school, there is a process for complaints to the IB itself. Here is the link to those procedures. <https://www.ibo.org/contentassets/fab8ccef45b743c0a68de6f9ea989385/ib-complaints-procedure-nov-2018-en.pdf>

Submitting a formal complaint If it has not been possible to resolve your issue informally or you wish to submit a formal complaint, the following procedure outlines how to submit your complaint to the Highland High School IB.

Complaints should be submitted in writing to these email addresses [kyle.bracken@slcschools.org](mailto:kyle.bracken@slcschools.org) or [Jeremy.chatterton@slcschools.org](mailto:Jeremy.chatterton@slcschools.org).

Please provide as much information as possible about the nature of your complaint and the departments or services involved. Specifically, you must supply us with the following:

- Your name, a contact address and telephone number or email address to allow us to contact you with regards to the complaint.
- The details of your complaint including any previous attempts to resolve the matter and copies of all relevant documentation (where available).

We will acknowledge receipt of your complaint within three business days. The coordinator and the principal will oversee an investigation of the matter, and you may be contacted for further information if this is necessary. The coordinator or principal will aim to respond to you with his or her conclusions within fifteen business days of receipt of the complaint. Where more time is required you will be notified, with an estimate of the timeline for receiving a final response.

The Highland High IB reserves the right to cease corresponding with a complainant if their correspondence is, in our reasonable opinion, frivolous, vexatious, abusive or if the matter has reached a conclusion within the framework of the formal complaint process.