



## Complaint/Appeal Process

IB MYP & DP

Hilton Head Island Middle and High Schools

### **HHIMS Mission Statement**

*The mission of Hilton Head Island Middle School is to provide challenging curricula with high expectations for learning that develop productive citizens who can solve problems and contribute to a global society.*

### **HHIHS Mission Statement**

*The mission of Hilton Head Island High School is to prepare each student to become a productive, responsible citizen in a complex, global, technological age that requires lifelong learning.*

### **Parent or legal guardian and student complaints procedures**

Hilton Head Island Middle and High Schools take student and parent/guardian complaints or requests for appeals seriously. The complexity of knowledge, instruction, assessment, scoring, and feedback, as well as other education issues, can result in multiple perspectives about outcomes and decisions. The faculty and administration know it is important to respect the complaint or appeal. We have established procedures to handle such cases when they arise.

### **Appeal/Complaint Process**

Students and parents/guardians may file complaints or appeal decisions of the school or IB Programme. Each school ensures that this procedure is made available to all students by reviewing at the beginning of the school year and posting this information on the school's website. The appeals process is as follows:

- **Step One:** Discuss the issue directly with the teacher or other school personnel responsible for the decision in question. If the issue is unresolved, move to Step 2.
- **Step Two:** Discuss the issue directly with the PLC chair, who may consult with the IB coordinator. If the issue is unresolved, move to Step 3.
- **Step Three:** Discuss the issue directly with the assistant principal of the subject area in question, who may consult with the IB coordinator. If the issue is unresolved, move to Step 4.
- **Step Four:** Discuss the issue directly with the principal, who may consult with the IB coordinator. As the school's Appeals Officer, the principal will speak with all involved parties and make the final determination on the issue.