

Lower Richland Cluster IB Program Complaint Procedure

The Lower Richland Cluster of IB Schools (LRCIB) is inclusive of Lower Richland High School, Hopkins Middle School, and Southeast Middle School.

LRCIB is dedicated to providing quality customer service. We value the views and feedback we receive from all stakeholders and aim to make continuous enhancements to the delivery and service of our programs.

Email contact for any questions: lorene.lloyd-peay@richlandone.org

If you have a question, please contact Michelle Peay at the above email address. We will do our best to answer any questions 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.

Standard LRCIB Complaint Procedure

The main point of contact for all issues and complaints pertaining to the LRCIB program is the DP/CP/MYP program coordinator.

- The DP coordinator will work to respond to any concern within 24 hours and to resolve the issue within 3 business days.
 - Note: in circumstances pertaining to external IB assessment decisions, the procedure outlined here will be followed.
 - In cases, when individuals request a re-marking of IB papers, they will be solely responsible for the cost of the re-assessment.
 - If the complainant is not satisfied with the response from the DP/CP/MYP coordinator, they can then elevate the concern to the assistant principal responsible for the LRCIB program.

- The assistant principal will work to respond to the concern within 24 hours and to resolve the issue within 3 business days.
- If the complainant is not satisfied with the response from the assistant principal, they can then elevate the concern to the building principal.
- The principal will work to respond to the concern within 24 hours and to resolve the issue within 2 business days.
- If the complainant is not satisfied with the response from the principal, they can then elevate the concern to the cluster coordinator.
- The cluster coordinator will work to respond to the concern within 24 hours and to resolve the issue within 2 business days.

Complaint directly to the International Baccalaureate Organization

Any stakeholder who has communicated with the LRCIB services a complaint with the DP/CP/MYP coordinator, assistant principal, principal, and cluster coordinator, and have not received a satisfactory resolution may follow the procedures listed below.

This document outlines the procedure that should be followed by an external stakeholder of the International Baccalaureate (IB) program who has a complaint about the implementation of the program that is outside of the scope of the Lower Richland Cluster of IB Schools. These circumstances are explained in detail by the International Baccalaureate Organization (IBO) at this site <https://www.ibo.org/contentassets/fab8cccf45b743c0a68de6f9ea989385/ib-complaints-procedure-nov-2018-en.pdf>

The following details the information found at the IBO site:

Initial submission of a formal complaint. Complaints should be submitted in writing to the email address complaints@ibo.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, contact address and telephone number or email address to allow the IB to contact you with regards to the complaint.
- If you are an IB student (or legal guardian of an IB student), the name and code of the IB World School which you attend or have attended.
- If you are an IB Educator, your personal code and your role(s).
- The service and/or department your complaint relates to.
- The details of your complaint include any previous attempts to resolve the matter and copies of all relevant documentation (where available).

The Customer Service team will acknowledge receipt of your complaint within three business days and will forward your complaint to the appropriate head of department, director or chief officer.

The head of department, director or chief officer will oversee an investigation of the matter, and you may be contacted for further information if this is necessary. The head, director or chief officer will aim to respond to you with his or her conclusions within fifteen business

days of receipt of the complaint from the Customer Service team. Where more time is required, you will be notified, with an estimate of the timeline for receiving a final response.

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

Appeal against the response of the head of department, director of chief officer

If your complaint falls within the scope of this procedure, and you remain dissatisfied with the response you receive, you may appeal to the Director General of the IB.

The appeal to the Director General should be made within fifteen business days of you receiving a final response from the head, director or chief officer. Please provide full details of the reasons for the appeal and any relevant information including all correspondence with the IB in relation to the complaint and the response you have received from the head, director or chief officer.

Your appeal should be clearly marked as “an appeal against the response received in relation to a complaint”, be addressed to the Director General and emailed to: director.general@ibo.org

Please note that you will not receive a response if you have not first submitted your complaint through complaints@ibo.org and received a reply from a head of department, director or chief officer. Similar to the submission of complaints, receipt of your application will be acknowledged within three business days.

The Director General will aim to communicate to you the outcome of his/her review within thirty business days of receiving your application. Where more time is required, you will be contacted without delay and provided with an update on the progress of the review and an estimate of when you will receive a final response.