

DePaul College Prep IB Program Complaints Procedure

Any member of the school community is welcome to contact any members of our team at any time, however, matters may be referred back to staff best equipped to provide intervention.

Good communication and clear procedures for responding to concerns, and respectful relationships, are the cornerstone in resolving student-related issues when they arise.

Therefore, we strongly encourage students and parents/guardians to follow the procedures listed below as the most appropriate and timely support for their child with classroom needs or any other concerns that they may have. The attached chart provides information on the departments, staff and programs each member of our administrative team supervises. [This chart](#) should be consulted and is meant to be a helpful time-saver in getting to the right member of our team.

1. In an attempt to help the student develop self-advocacy skills, the first step is to encourage the student to contact the faculty member to express their concerns. The student can request, via email, a time to meet with the faculty member to discuss their concerns.
2. If the student and teacher are not able to come to a resolution, the parent/guardian may then choose to communicate the concerns with that faculty member.
3. After that interaction, if there is not a satisfactory resolution, the parent/student should approach their school counselor (if it is a non-IB issue) or the IB DP Coordinator if it relates to an issue involving the Diploma Programs.
4. If there continues to be an unsatisfactory outcome, the next step is to contact the administrator who supervises the department in question.
5. If the administrator in question is the Principal, that is the last step in this process. If the administrator in step 4 is an assistant principal, the last step in this process is to contact the Principal for a final decision.

Confidentiality: A written record will be kept of all complaints. Parents can be assured that all concerns and complaints will be treated seriously and confidentially. The school hopes that all complaints can be reasonably resolved at the school through this complaint procedure. This procedure does not supplant or supersede, in any way, DePaul College Prep policy and/or applicable law related to matters of student safety, diverse learners, and/or English learners with which this policy may conflict. If a conflict is found to exist, the school policy and/or applicable law will control.

Policy Review: This policy was inspired by City Honors School Parent/Legal Guardian/Students Complaints Procedure. This policy will be revisited at least every five years and revised when necessary by the school's pedagogical leadership team. It is widely communicated through our website and via our teachers.

Last Reviewed: January 2025