

Parent or Student Complaint Procedure

Owen J. Roberts High School International Baccalaureate Career Program (IBCP)

Complaint Form and Procedure are reviewed in the Core and are available on the OJRHS

IB Web Page

Owen J. Roberts High School encourages IBCP students and parents to discuss their concerns through informal conferences with the appropriate teacher, the IB Coordinator, or the principal prior to filing a formal complaint. Academic concerns or concerns relating to a teacher or program participant should be expressed as soon as possible to allow early resolution at the lowest possible administrative level. Discussing a problem or potential problem directly with the teacher or contacting your School Counselor or the IB Coordinator will often result in resolution of the issue.

If the process described above regarding a complaint fails to reach an outcome satisfactory to the student or parent, the student or parent is encouraged to contact the IB Coordinator to facilitate the resolution. If that is not successful, the parent and/or student may initiate the formal complaint process by filing a written complaint form. Even after initiating the formal complaint process, students and parents are encouraged to seek informal resolution of their concerns.

Please choose and download the complaint form below. You may return the completed form to the school office email to the IBCP Coordinator at Owen J. Roberts High School.

Once the form is received, both the student and the parent will be contacted to gather more information and to set up a meeting to resolve the issue. This will happen in a timely manner, usually within several days of receiving the complaint.

[Complaint Form](#)