



PARENT/LEGAL GUARDIAN AND
STUDENT COMPLAINT PROCESS
Tanglewood Middle School

SCHOOL MISSION: Tanglewood Middle School is an International Baccalaureate World School whose goal is to provide a quality education by empowering individuals to become caring, self-sufficient, globally conscious citizens, who value innovation and sustainability as a lifelong process.

Philosophy

Tanglewood Middle school works with families and students to provide a quality education. If parents/legal guardians or students have a complaint, the school attempts to address that issue. Students are encouraged to advocate for themselves and work as active problem solvers on campus when appropriate.

Complaints

COMPLAINTS TO THE TEACHER

Complaints about academic issues occurring in the classroom can be addressed to the teacher individually. Parents or legal guardians can contact teachers via phone or e-mail to address complaints. Students can bring complaints to teachers by speaking to them after class or contacting them via e-mail.

COMPLAINTS TO GRADE LEVEL TEAMS

If complaints cannot be addressed by an individual teacher, parents or legal guardians can request a conference with their student's grade-level team of teachers. During these conferences, parents or legal guardians can work with the teachers to address complaints and find resolutions.

COMPLAINTS TO THE DEANS

Complaints which cannot be solved at the teacher level, or complaints which relate to school-wide policies or issues can be submitted to the student's Dean of Students to be addressed. Parents can contact the Dean of Students via e-mail or phone and in-person conferences are also available upon request.

COMPLAINTS TO THE HEAD OF SCHOOL

Complaints which cannot be solved by the Dean of Students can be submitted to the principal to be addressed. Parents can contact the principal via e-mail or can set up a phone call or conference through the principal's secretary.

COMPLAINTS TO THE DISTRICT

The district outlines the following complaint process:

- When you are concerned about a school policy or employee, follow the steps outlined here to resolve the issue productively and positively.
 1. Contact the person you have a complaint about and discuss the issue.
 2. If the problem persists, contact the principal.
 3. If still unresolved, contact the Parent Community Assistance Office at (713) 556-7121 or at ParentAssistance@houstonisd.org
 4. Allow 48-72 business hours after reporting your complaint, for updates.
- <https://www.houstonisd.org/Page/71006>

Complain Process

Communication within our school is of vital importance to the entire school community. Tanglewood hopes to improve communication within our school community by establishing a system for communication between parents, students, teachers, and administration.

WHEN THE CONCERN INVOLVES THE CLASSROOM

1. The student should speak directly to the teacher, at an appropriate time, to discuss concerns. Appropriate times might include passing periods, or an appointment made before or after school, but should not interrupt classroom teaching and learning time. Concerns might also be offered in writing/email, and the teacher can arrange a conference with the student.
2. Students also can speak with their Advisory teacher/Dean of Students to gain perspective on the issue from another teacher's point of view and to seek help with problems that can easily be handled at the school level.
3. If concerns continue, the student should speak with his/her parents to discuss the issue, gaining a parental perspective of the problem and determining if the issue warrants further contact with the student's teacher.
4. Based on the discussion between parent and student, parents may elect to contact the teacher directly, either by phone, Email, or by parent conference to discuss the concerns of the student and parent.
5. If a resolution of the issue is not possible, the parent's and the student's next step would be the student's Dean. Please call or make an appointment to see your child's Dean. Students may choose to see their dean alone or bring their parents for a conference. These conferences may or may not include the teacher, as warranted by the issue.
6. If the Dean is not able to mediate a resolution to the issue, the parents may make an appointment to see the principal of the school.

WHEN THE CONCERN INVOLVES SCHOOL POLICY

1. The parent should call the student's Dean to verify or clarify the policy.
2. The parents may share, either verbally or in writing, concerns regarding the policy with the school's Principal.
3. If further action is desired, the parent may request that a discussion of the issue is placed on the agenda of the Shared Decision-Making Committee (SDMC). Parents are welcome to attend all SDMC meetings and present their views to the committee.

CONFERENCES

Arrangements can be made for parent conferences with academic teams and Deans. These meetings must be prearranged. We will not accept walk-in conferences. A telephone message (713-625-1411) left at the front desk or e-mailed to the teacher or grade level leader/chairperson will be returned no later than the following day, or the day after if the message was left after the teacher's conference period.

POSSIP SURVEY

Parents are provided with a POSSIP survey every 6 – 9 weeks to provide feedback to Tanglewood Middle School to address any complaints/concerns.

IB Policy Review

This policy is reviewed and updated annually by school staff and the Shared Decision-Making Committee. This policy was reviewed and approved by representatives of the school

staff, parents, and community members in October 2024.