



Convent & Stuart Hall

Schools of the Sacred Heart San Francisco

Schools of the Sacred Heart - San Francisco

Parent or legal guardian and student complaints procedures (IBDP)

Communication Policy and School Philosophy:

At Schools of the Sacred Heart - San Francisco, our Communication Policy, additionally shared in the Parent Student Handbook, encourages the practice of open, straightforward, and honest communication. In order to develop essential communication skills, particularly with faculty and staff, students are expected to address concerns and communicate directly with their teachers and advisors. The school views parents as partners in developing the communication skills of students and recognizes that parents can provide valuable coaching with regard to this communication.

In the case of a code of conduct or community infraction, we will respectfully and directly engage with the student, as this is an essential component of the student's responsibility for their decision making and actions, and to their personal growth. We will always keep communication with parents and guardians to share the school's course of action. However, parents and counsel are not invited, nor should they expect to be invited and nor should they interfere with the course of direction the school takes in the education of the student.

It is not the practice of the school to engage with petitions or social media campaigns whose desire is to effect change by exerting pressure. The school commits to working with constituents in an open, dialogue-centered frame, working together and with one another. All members of the community are expected to display the spirit of the Goals and Criteria, Goal IV, Criterion 3: "Members of the school community practice and teach principles of non-violence and conflict management with a spirit of peace and reconciliation"; and Goal IV, Criterion 4: "Members of the school community model and teach respectful dialogue in support of clear, direct, open communication."

Every Thursday during the school year, the school will send out an e-mailed newsletter (Thursday Notes) highlighting important events and information. Students and parents may access the school website for calendar information, daily announcements, and athletic news.



Convent & Stuart Hall

Schools of the Sacred Heart San Francisco

If parents have questions regarding a particular course, we ask first that the student initiate the inquiry with the specific teacher. Should a parent require additional information beyond this first contact, please direct your question or concern to the course teacher.

Students and parents who reach out to a teacher via email may expect a response within 24 hours during the business day. Out of respect for their personal time, teachers are generally not available for correspondence with families in the evenings or during the weekend.

Parents may reach Convent & Stuart Hall employees by using the following protocol for all employee email addresses: firstname.lastname@sacredsfs.org.

IB Complaints Policy and Purpose:

This Complaints Policy aims to thoughtfully and transparently manage parent, legal guardian, and student concerns that may result in complaints and appeals as it pertains to the International Baccalaureate Diploma Programme as it is offered at Schools of the Sacred Heart -San Francisco. This policy supports the School Communication Policy.

This policy follows the overview of the communication processes and addresses complaints and appeals regarding decisions made by the schools that impact IB Diploma Programme assessments and curricular delivery to ensure a learning community of inclusion and open communication. This policy is shared with all IB Students and Families on the IB Curriculum website and Year Group Learning Management Pages. This policy is subject to review and follows the IB Review calendar as required by active participation in the IB Review process.

Informal Process:

The school, in accordance with the Communication Policy and commitment to fostering an academic community, encourages open communication among students, families, faculty, and administration. Often, complaints and concerns may be addressed through the following channels, and this informal process is encouraged as a starting point:

Students and/or families should communicate via email/in writing directly with the faculty. The communication may also include and may be shared with the student's Grade Level Advisor, as well as the IB Diploma Coordinator. If the complaint or concern is curricular, the Chief Academic Officer or Division Head may also be included in the initial or following communications.



Convent & Stuart Hall

Schools of the Sacred Heart San Francisco

Should the informal process of initial communication, possible student/family/faculty meetings, not result in resolution, a formal process will begin.

Formal Process:

A formal complaint must be submitted in writing within 3 months of the identified concern, assuming the informal process did not resolve the initial concern. Anonymous complaints will not be considered, and the student or family member making the complaint must be clearly identified and a signatory (electronic or otherwise) to the complaint. Ideally, the complaint includes a proposed solution or desired outcome, as well as initial or informal communications taken previously to resolve the concern.

A formal complaint should be submitted to a member of the IB Diploma Programme Steering Committee: the IB Diploma Coordinator, the Chief Academic Officer, or the President of the Schools. The formal complaint will be acknowledged within 7 calendar days of receipt. The IB Diploma Steering Committee, in collaboration with a possible combination of Division Heads, College Counselors, Grade Level Advisors, Faculty, and the Director of Academic Enrollement as is relevant to the complaint, will convene a panel as necessary and the complainant will be kept informed of the process and any necessary action/additional communications required. The school commits to reaching an outcome on all complaints within 30 days of formal receipt.

Enquiry Upon Results Category 1 Policy:

The school thoroughly reviews and analyzes all student scores upon receipt in July of the testing year. In combination with assessment feedback, course instructor review, and IB marking scales, subject area(s) may be identified in which a rescore may be recommended. The school will communicate this pathway, along with possible consequences, to students and families by or before August 15th of that testing year so that students may agree in writing prior to the IB September 15 deadline. In such instances, the school will be responsible for the resulting fee should the Enquiry be denied or result in no change of grade. Students who pursue a Category 1 Enquiry Upon Results outside of these identified parameters will be responsible for the resulting fee should their Enquiry be denied or result in no change of grade.



Convent & Stuart Hall

Schools of the Sacred Heart San Francisco

IBO Complaints Procedure:

If complaints and concerns are not able to be addressed in the school policy, the official complaint procedure, as published by the International Baccalaureate, is additionally shared in [this formal document](#) that outlines the steps for lodging and resolving complaints.

Sources:

- *Schools of the Sacred Heart - San Francisco, High School Student-Parent Handbook (2024-2025)*
- *IB Complaints Procedure (2018)*
- *Diploma Programme Assessment Procedures (2022)*
- *Diploma Programme: Assessment Appeals Procedure (2016)*
- *Rules for IB World Schools (2020)*
- *Feedback, Whistleblowing, and Complaints (IB website)*