

# Spotsylvania High School International Baccalaureate Diploma Programme

## Complaints Procedure/Policy

### **Philosophy**

One goal of the International Baccalaureate Program is to develop and embrace understanding and respect. The IB does acknowledge in their mission statement that “other people, with their differences, can also be right.” Within any group of people, there will be differences in perspectives and opinions that may present a conflicting point of view.

Students and families that are part of the Spotsylvania High School IB program have a right to provide feedback and address concerns through an effective and respectful means of communication. Spotsylvania High School does understand that a willingness to listen to questions and concerns can result in improvements to the IB program and provide an even better opportunity for students.

Anyone who is part of the IB program (course or diploma candidate) can make a complaint to the Spotsylvania High School IB program.

### **Informal Procedure**

The SHS IB program does ask that the first attempt to resolve a complaint is done through this informal procedure. Oftentimes, concerns can stem from misunderstandings as opposed to poor intentions. These initial conversations with teachers can help students develop their self-advocacy skills and problem solving methods.

Step 1: Complainant communicates with classroom teacher regarding their concern.

The classroom teacher should respond to the initial effort of communication by the end of the next school day.

Step 2: If not resolved, the complainant will communicate with the IB Coordinator to see resolution.

Step 3: If still not resolved, the complainant will connect with the school principal (Head of School).

Step 4: If the issue is still unresolved, the complainant will begin the formal complaint process.

### **Formal Procedure**

In order to submit a formal complaint, the following steps should be followed:

Step 1: Submit the complaint in writing (email) to the Coordinator of Advanced Academic Programs, Jessica Lowery, (jlowery@spotsylvania.k12.va.us). Please include as much information as possible about the complaint and previous attempts at resolution. This should be done no later than two months after the initial incident.

Step 2: The complainant will receive confirmation of the receipt of the complaint from the school board office staff within three school days.

Step 3: An investigation into the matter will be conducted by the Supervisor of Instructional Programs and the school principal.

Step 4: A resolution will be shared with the complainant within twenty school days of the filing of the complaint. If additional time is needed, the complainant will be notified with an estimated time frame as to when they should receive a final response.

This policy is available on the Spotsylvania High School IB website.

### **External Complaints to the IBO**

Most complaints regarding the IB program at Spotsylvania High School should go through the IB Coordinator; however, there is a process for complaints to the IBO.

The complaints procedure for the IBO may be accessed at:

<https://www.ibo.org/contentassets/fab8cce45b743c0a68de6f9ea989385/ib-complaints-procedure-nov-2018-en.pdf>

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