Grove Park Elementary Complaint Procedure Policy

Mission Statement

Grove Park Elementary School is committed to providing a world-class education with excellence and equity to empower each student to reach his or her highest potential with the most effective staff to foster the knowledge, skills, and ethics required for responsible citizenship and productive careers.

Vision

At Grove Park Elementary School, our vision is to enable all young people, especially those who need us most, to reach their full potential as productive, caring, responsible citizens.

In addition, Grove Park's vision aligns with the District's overall vision for student achievement and school accountability: The School District of Palm Beach envisions a dynamic collaborative multicultural community where education and lifelong learning are valued and supported, and all learners reach their highest potential and succeed in the global economy.

Purpose

The purpose of this policy is to outline the procedures stakeholders must take when they have a complaint.

Roles and Responsibilities

All stakeholders, including students and parents, teachers, and administrators, agree to implement the complaint procedure policy. They also agree to the following:

- Students: Clearly articulate the issue to the teacher.
- Teachers: Hear and document the complaint and take steps to resolve.
- Parents: Clearly articulate the issue with details to the teacher.
- Coordinator: Facilitate a resolution to the complaint.

Procedures

- **Bullying**: Follow district procedures by completing a Student Mistreatment Report located in the front office and/or complete a Bullying/Harassment Anonymous Drop-Box Report and file it in the drop boxes placed at various locations on the campus or complete the online Bullying and Harassment Report. A student can also call Safe Schools' centralized Bullying Anonymous Hotline Telephone to report concerns of bullying 561-434-8200.
- **Grades:** Concerns regarding grades should be submitted to the teacher via email or phone. If the teacher is unable to provide the desired outcome the school administration will then hear the concern and provide an outcome.

- **Faculty member:** Faculty member concerns should first be addressed through the grade level chair, if unresolved the concern should then be sent to the administration to provide a desired outcome.
- **Assignment and Class Grades:**Concerns regarding grades should be submitted to the teacher via email or phone. If the teacher is unable to provide the desired outcome the school administration will then hear the concern and provide an outcome.
- **Assessment:** Concerns regarding grades should be submitted to the teacher via email or phone. If the teacher is unable to provide the desired outcome the school administration will then hear the concern and provide an outcome.

Evaluation of Policy

The IB faculty and administration remain deeply committed to ensuring the success of the complaint procedure policy. Toward this end, the faculty and administration will review the policy regularly with an eye toward improvement. The policy will be reviewed annually by the School **Advisory Committee.** This policy was last reviewed in September 2023**.**

Policy Distribution

Policies are distributed at the beginning of the school year to parents through student backpacks and are also located on the school website.

Language Committee

The language committee is made up of the school administration, ELL coordinator, and language facilitator.