

Legal Guardian & Student Complaint Procedure for Foss High School IB Programs

Purpose: The purpose of this complaint procedure is to provide a clear and structured process for legal guardians and students of Foss High School to address concerns and complaints regarding the IB (International Baccalaureate) program's decisions. The procedure ensures that complaints are directed to the relevant individuals and that a collaborative approach is taken to resolve the issues while maintaining consistency with the school's access and admissions policies.

Procedure:

1. Initial Complaint: a. Any complaint specifically related to the IB program decision should be directed to both the subject-specific teacher involved and the IB Coordinator. b. Legal guardians and students are encouraged to communicate their concerns in writing, providing a clear and detailed description of the issue.
2. Consultation with IB Coordinator: a. The IB Coordinator will be available during designated office hours to meet with students and their families to discuss the complaint. b. During the meeting, the IB Coordinator will review the complaint, gather relevant information, and work towards resolving the issue through open dialogue and collaboration.
3. Involvement of Subject-Specific Teacher: a. The subject-specific teacher related to the complaint will also be engaged in the resolution process. b. The teacher will have the opportunity to provide their perspective, address the concerns raised, and explore potential solutions.
4. Escalation to Head of School: a. If the complaint cannot be resolved satisfactorily at the teacher and IB Coordinator level, the legal guardian or student may escalate the matter to the Head of School. b. The complaint should be presented in writing, detailing the previous steps taken and the desired outcome. c. The Head of School will thoroughly review the complaint, meet with relevant parties, and work towards a fair resolution.
5. Collective Decision Making: a. Throughout the complaint resolution process, Foss High School is committed to involving the legal guardian(s) and student(s) in decision-making discussions. b. Collaborative efforts will be made to ensure that decisions are consistent with the school's access and admissions policies while considering the best interests of the student(s) involved.

Note: It is important to note that this procedure is specifically designed to address complaints related to the IB program's decisions. For general concerns or complaints not directly linked to the IB program, Foss High School's existing procedures and channels should be followed. It is also important to note that Foss is an IB for All school

and these procedures are available to any student in an IB class regardless of the program the student is in.

We hope that this complaint procedure provides legal guardians and students with a clear and structured approach to address concerns related to the IB program's decisions at Foss High School. The school is committed to working together with families to ensure a positive educational experience for all students.