



Lake Forest Hills Elementary School  
3140 Lake Forest Drive  
Augusta, GA 30909



## IB PYP Concern and Complaint Procedure

### Purpose

We want every child and family to have a positive experience in our IB Primary Years Programme. If you have a concern about IB PYP teaching and learning, assessment, inclusion, academic integrity, or communication, this process explains how to share it and how we will respond.

### Process

When to use this process:

- Classroom or grade-level PYP practices (units of inquiry, learner profile, approaches to learning)
- Schoolwide PYP expectations and implementation
- Access, inclusion, or academic integrity concerns within the PYP
- Communication or coordination issues related to PYP

Who can submit

Any parent, guardian, student, staff member, or community member.

How to submit a concern (four simple steps)

1. Start with the teacher or staff member closest to the concern. Most issues are solved quickly at this level.
2. If the concern is not resolved, contact the IB PYP Coordinator (Ms. Coleman) to review next steps.
3. If you still need support, submit a written complaint to the Principal (Ms. Hughey). You may email, send a letter, or drop off a note in the front office.
4. If the school's response does not resolve the concern, you may appeal to the District IB Coordinator. We will provide the contact information with our written response.

## What to include in your written complaint

- Your name and contact information
  - Student name and grade (if applicable)
  - What happened and when
  - Who was involved
  - What you have already tried
  - What outcome you are seeking
- \* You may attach any documents, emails, or examples that would help us understand the situation.

## Timelines for School Response

- Acknowledgement: We will confirm we received your complaint within 3 school days and share how we will review it.
- Review: We may gather information, meet with you, and speak with staff.
- Written response: We will provide a written response within 10 school days. If more time is needed due to school breaks or complex reviews, we will update you and provide a new target date.
- Corrective actions: If we find an issue, we will outline the steps we will take and when they will be completed.

## Outcomes

- Clarification of school or IB PYP practices
- Mediation or problem-solving meeting
- Adjustments to classroom or school procedures
- Make-up opportunities or restoration plans for students (as appropriate)
- Staff training or coaching
- Communication of final decision with next steps

### Right to appeal

If you do not agree with the school's decision, you may request a review by the District IB Coordinator within 10 school days of receiving our written response. Include your original complaint and why you are appealing. The district will review and provide a written decision.

### Access and language support

We will provide interpretation and translation upon request. You may also request a meeting to share your concern verbally and we will help you document it.

### Student well-being and confidentiality

We handle all complaints respectfully and keep information as confidential as possible

while still allowing a fair review.