



world school

## **F.W. Springstead High School International Baccalaureate Program**

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### **Parent/Legal Guardian and Student Complaint Procedure**

It is the goal of the International Baccalaureate at Springstead High School to maintain focus on the IB mission and philosophy. This includes being open-minded in our approach to receiving feedback from our parents/legal guardians and students with regards to concerns that may arise throughout the school year. Please read the procedures below on how to proceed if concerns arise.

#### **Principles of the Procedure: (from IBO Complaints Procedures)**

To ensure the complaints process is effective, the following principles are applied throughout the complaints process and provide a framework for communication between stakeholders and IB staff.

- Fairness – we aim to have a fair complaints procedure that ensures everyone is treated equally.
- Courtesy – all communication in relation to this procedure should be based on mutual respect, trust and courtesy.
- Accessibility – we aim to have a complaints procedure that is easy to understand, easy to access and well publicized.
- Timeliness – we aim to ensure that all complaints are dealt with in a timely manner.
- Effectiveness – the complaints procedure is monitored and reviewed to ensure it continues to be effective.
- Attentiveness – you will be given every opportunity to put forward your complaint, and you can be assured that we are listening. We will update you on the process and status of your complaint as appropriate.

#### **Scope of the Procedure**

Anyone stakeholder that has concerns about IB Programme services can make a complaint to the IB coordinator. In order to achieve a quick resolution, we ask you submit your complaint within a period of **1 month** following the incident. We are committed to handle it sensitively and inline with the principles outlined above.

#### **General Guidelines**

Stakeholders are encouraged to express concerns to appropriate staff via emails, phone calls, and/or scheduled conferences.

1. Contact the **classroom teacher** when concerns involve a student's academic work, grades, instructional materials, and/or classroom environment.
2. Contact the **IB Coordinator** when questions or concerns are related to the IB Programme and a student's overall performance and progress. The coordinator will strive to respond to the concern by **the next school day and resolve the issue within 3 school days.**
3. Contact the **Head of School** (School Principal) ***ONLY*** when concerns cannot be resolved with the IB Coordinator.

**Appeals regarding the awarding of the IB Diploma:** Should a student not be awarded the IB Diploma, the student or parent may request an appeal to be made by the IB DP coordinator. In such cases, parents/students must contact the IB Coordinator to complete the formal request and pay the associated fee(s).