

Winter Springs High School
International Baccalaureate World School

Concern and Complaints Policy





IB learner profile

The aim of all IB programmes is to develop internationally minded people who, recognizing their common humanity and shared guardianship of the planet, help to create a better and more peaceful world.

As IB learners we strive to be:

INQUIRERS

We nurture our curiosity, developing skills for inquiry and research. We know how to learn independently and with others. We learn with enthusiasm and sustain our love of learning throughout life.

KNOWLEDGEABLE

We develop and use conceptual understanding, exploring knowledge across a range of disciplines. We engage with issues and ideas that have local and global significance.

THINKERS

We use critical and creative thinking skills to analyse and take responsible action on complex problems. We exercise initiative in making reasoned, ethical decisions.

COMMUNICATORS

We express ourselves confidently and creatively in more than one language and in many ways. We collaborate effectively, listening carefully to the perspectives of other individuals and groups.

PRINCIPLED

We act with integrity and honesty, with a strong sense of fairness and justice, and with respect for the dignity and rights of people everywhere. We take responsibility for our actions and their consequences.

OPEN-MINDED

We critically appreciate our own cultures and personal histories, as well as the values and traditions of others. We seek and evaluate a range of points of view, and we are willing to grow from the experience.

CARING

We show empathy, compassion and respect. We have a commitment to service, and we act to make a positive difference in the lives of others and in the world around us.

RISK-TAKERS

We approach uncertainty with forethought and determination; we work independently and cooperatively to explore new ideas and innovative strategies. We are resourceful and resilient in the face of challenges and change.

BALANCED

We understand the importance of balancing different aspects of our lives—intellectual, physical, and emotional—to achieve well-being for ourselves and others. We recognize our interdependence with other people and with the world in which we live.

REFLECTIVE

We thoughtfully consider the world and our own ideas and experience. We work to understand our strengths and weaknesses in order to support our learning and personal development.

The IB learner profile represents 10 attributes valued by IB World Schools. We believe these attributes, and others like them, can help individuals and groups become responsible members of local, national and global communities.

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Winter Springs High School (WSHS) Mission Statement:

“Our school communities’ mission is to create productive global citizens who cultivate intercultural understanding, respect for humankind, and a commitment to lifelong learning.”

Part of this process is to understand that there may be times when stakeholders have concerns or complaints pertaining to matters within the WSHS IB Programme. It is the policy of the WSHS IB Programme that these issues are addressed and dealt with in a professional and non-adversarial manner through a formal ***WSHS IB Programme Concern and Complaints Policy***.

This goal of this document is to:

- encourage an open dialogue between students and teachers;
- encourage an open dialogue between teachers and parents;
- encourage an open dialogue between stakeholders and the IB Leadership Team;
- work to resolve concerns and complaints in an amiable and timely manner;
- respect all parties involved through the recognition of rights and act with due diligence in providing of an effective response and appropriate redress;
- respect confidentiality and create a climate of trust.

As such, the following procedures have been put in place:

Addressing Concerns:

A concern is considered a matter that can be dealt with through direct teacher communication. WSHS IB encourages students to first address these issues to support the IB learner Profile trait of “communicator” and to hone skills needed to be productive global citizens as defined by the IB and the WSHS Mission Statement. This communication is more likely to be successful using an open dialogue with the teacher.

Should a parent or student have a concern about classroom issue such as grades, deadlines, policies, or procedures the student and/or parent should first respectfully address the teacher with the matter. This can be completed verbally or through the school email system. Per Seminole County Public Schools (SCPS) Policy teachers have a contractual duty to respond to these communications within 2 *contracted* days. Should a teacher fail to respond within this time, it is recommended that the parent and/or student reach out to the teachers’ supervising administrator.

After Parents can also schedule Parent/Teacher Conferences to address student academic concerns through the Student Services Office: 407-320-8750.

Student Steps to Speaking with a Teacher:

- 1.) Request a conversation before a class begins or at the end of instruction (do not interrupt instructional time). Your teacher may request a meeting during another available time.
- 2.) If you do not have time to verbally request a conference with your teacher, you may email them to schedule a meeting.

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- 3.) Address your teacher in a respectful tone (via email or verbally) and address your concern in a professional manner.
- 4.) Remember: Communication is an IB Learner trait! Our goal is to help you grow into professional adults, and this is part of the process.

Complaints Procedures:

Should the addressing of a concern not be effective through teacher communication, or a matter must be dealt with according to other established SCPS or WSHS IB Policies and Procedures, the complaints procedure will proceed as follows:

1. Where possible, we will handle complaints in confidence.
2. No retribution will be taken against anyone who makes a reasonable and relevant complaint. **All reasonable and relevant complaints will be taken in good faith.**
3. Relevant facts will be established and examined fairly before any action is taken.
4. Follow the chain of command below:
 - a. First point of contact: Teacher and/or Staff Member
 - b. Second point of contact: IB Coordinator
 - c. Third point of contact: IB Administrator
 - d. Fourth point of contact: WSHS Principal

This procedure should be followed for all IB related complaints including but not limited to academic concerns, interactions with students, teachers or staff members, program policies, and/or course policies. Should the matter be a violation of student rights, the complaint should be made directly to the IB Administrator.

Before submitting a complaint under this procedure, you need to determine if your issue relates to a matter that can be dealt with through this process. Please understand that in some situations people do not intend to offend others; instead, they may be misunderstood.

When following step four as outlined above, please include the email history. Also please include the following information in your email.

1. Student Name
2. Student ID Number
3. Contact Information
4. Course
5. Teacher or Staff Member
6. Date(s)
7. Details of the complaint
8. Steps you have taken to resolve the issue.
9. Possible resolutions.

When you send the email, please allow at least two working days for a response. Do not wait until the end of the grading period to file a complaint as the IB team must devote the appropriate time to develop a satisfactory resolution for all parties involved.

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What to Expect Under these Procedures:

In addressing your complaint, you can expect:

- fair treatment;
- courtesy;
- a timely response guided by the length of the required investigation;
- privacy-complaints will be confidential, when possible, unless consultation with other appropriate parties is necessary;
- appropriate advice and an explanation of final decisions.

All complaints will be investigated and when justified, will be appropriately addressed. Should the evidence not support said complaint, the complainant will be notified.

Your responsibilities as a person making a complaint

In making your complaint we would expect that you:

- raise issues in a timely manner i.e. within a week of issue or incident as a timely investigation is more likely to yield positive results for all stakeholders;
- treat our staff with respect and courtesy;
- provide accurate and concise information in relation to the issues you raise; and
- use these procedures fully and engage in them at the appropriate levels.

Malicious or vexatious behavior when addressing concerns or complaints will not be tolerated and will be addressed with the Governing Body, i.e. Assistant Principal and Principal over the WSHS IB Programme to protect faculty and staff.

Resources:

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Uniform Complaint and Williams Complaint Procedures, Claremont Unified School District, Claremont, California

<https://www.cusd.claremont.edu/uc?fbclid=IwAR3YY5XMaMUKaFS4K1c8u8WNnqw3vEjvfbbxmiJQ7NoZAXlqUDO5IVZG51I>

International Baccalaureate Organization website:

<https://www.ibo.org/contentassets/fab8ccef45b743c0a68de6f9ea989385/ib-complaints-procedure-nov-2018-en.pdf>

St. Clare's Oxford, Oxford, United Kingdom

<https://www.stclares.ac.uk/policy/complaints-policy-and-procedure-ib-and-pre-ib-courses/>