

Complaints Procedure for Parents/Guardians and Students enrolled in an International Baccalaureate Diploma Programme offered by the Greater Essex County District School Board (GECDSB)

As an authorized IB World School, we strive to offer a high-quality academic program that develops the critical thinking, research, and communication skills necessary for success after graduation. We are always working to improve our program and welcome feedback from all stakeholders. This document has been developed to assist students and their parents/guardians with communicating their feedback and complaints with the school leadership team.

These procedures outline how the school will deal with complaints towards the school or IB programme(s), as well as deal with students' requests for appeals against IB programme decisions taken by the school.

These procedures adhere to the principles of the IB's Complaints Procedure (Nov 2018), namely:

- 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.”

These procedures will be published on the school website, in order to ensure they are easily accessible by the school community.

These procedures will be reviewed every five years, with the next review date being fall of 2028. These procedures are approved by the school leadership team.

Concerns Vs Complaints

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, by contacting the subject teacher or the IB programme coordinator without the need to use the formal stages of the complaints procedure outlined below.

- A concern may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.
- A formal complaint may be defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'.
- An appeal may be defined as 'a request for the review of a decision or action taken'.

Procedure to address Concerns

Anyone with a concern is encouraged to discuss the matter with the person involved as soon as possible to prevent issues from escalating. IB students and parents/guardians are offered many opportunities to provide regular feedback. Parent-teacher interviews are held following the distribution of progress

reports in October and February, and this is an excellent time to discuss academic concerns with subject teachers. Teachers, the DP Coordinator and Administrators are also accessible by phone, email and through Edsby to convey concerns and to work collaboratively on solutions. IB students also participate in meetings with the DP Coordinator where they are invited to share suggestions and concerns. Students are also encouraged to request an individual meeting with the DP Coordinator to develop pathway planning and to discuss any concerns. Social and emotional support is also available at the school from our team that includes Child and Youth Workers (CYWs), School Psychologist and Social Worker. Parents and guardians are encouraged to join monthly meetings of Parent Council and school IB Parent Council meetings, which take place once each semester.

We encourage direct communication with staff members, conveyed in a calm and courteous manner. To help you determine the best course of action, identify the scenario below that best exemplifies your concern and follow the associated steps to ensure your voice is heard. You will receive a response from the person responsible.

For concerns related to subject teaching such as IB content or assessment:

1. Contact and discuss the matter with the teacher directly in person, by telephone, email or Edsby
2. If your issue is not resolved, contact the school principal

For concerns about the school's Pre-IB or IB Diploma Programme (including program scheduling, administration, communication, assessment and evaluation):

1. Contact the IB Diploma Programme Coordinator by telephone, email or Edsby
2. If your issue is not resolved, contact the school principal

Procedure for a Formal Complaint

In some cases, such as when your concern cannot be resolved, you may wish to make a formal complaint. The following procedure must be followed.

1. Submit a written copy of your complaint regarding the Pre-IB or IB programme to the school Principal, giving details of the issue, including details of efforts that have been made to resolve the matter. Include your name and contact phone number.
2. Complaints will be acknowledged immediately upon receipt or, if that is not possible, within 48 hours, giving assurance to the complainant that the issue will be investigated.
3. When a formal written complaint is received the school Principal will discuss the matter with you before deciding what further action should be taken. You may have a support person with you when you discuss the complaint, if you wish. This meeting will be documented.
4. Your complaint will generally be treated in confidence and investigated. However, in the interests of resolving the complaint, other personnel such as Programme Coordinators or Heads of Department may be involved.
5. The Principal will decide what steps will be taken as a result of the investigation including communicating with the IB for further clarification and will ensure that a record of the process is kept.
6. You will be informed of the outcome of the investigation after sufficient time has elapsed for investigations to take place.
7. If you are dissatisfied with the outcome of the complaint you may write to the Superintendent of Schools at GECDsB and the Board of Trustees for a review of the complaint.

Procedure for Appeals

DP External Assessment Appeals

For appeals on formal DP examination results (those assessed externally by the IB) The IB Organization accepts appeals in relation to four areas of decision-making during an examination session.

Appeals are possible against:

- results—when a school has reason to believe that a candidate’s result(s) are inaccurate after all appropriate enquiry upon results procedures have been completed. This is the most common appeal, known as an ‘Enquiry Upon Results (EUR)’
- a decision upholding academic misconduct, but not against the severity of a penalty
- a decision in respect of special consideration—following a decision not to give special consideration to a candidate as a consequence of alleged adverse circumstances
- an administrative decision not covered by one or more of the foregoing circumstances that affects the results of one or more candidates.

Appeals Process

The appeals process is divided into two categories. Each appeal requires the payment of a fee by the candidate or their legal guardian(s). The fee applicable to the relevant category of appeal will be refunded in the event that the appeal at that stage is upheld (i.e. the appeal is successful).

- Category 1 re-mark: re-mark of all externally assessed material for an individual candidate in a specific subject. A re-mark cannot be requested for individual components. A candidate’s grade may be lowered or raised.
Cost: \$123USD = \$155CAN
- Category 1 report: a report on a category 1 re-mark for an individual candidate provides information on how marks were awarded in a category 1 re-mark. This must be requested within one month of receiving the result of the category 1 re-mark. Requests for a report on a re-mark must be supported with a justification that describes in what specific way(s) the marking is contested. The candidate’s marked assessment material must be used as the basis for this justification; general comments are insufficient. Comments must be related specifically to the appropriate mark scheme/assessment criteria. A report will not be implemented without this information.
\$211USD = \$263CAN

If you believe that an error has been made in the calculation of your final grade in an IB subject (as shared by the Coordinator in July):

1. Contact the IB Diploma Programme Coordinator by telephone, email or Edsby immediately to share the complaint. The coordinator will provide the student with the digital form required to begin an *Enquiry Upon Results*.
2. Students and their parents/guardians must complete the form outlining their request for an *Enquiry Upon Results*, which may include a remarking of all assessments for a course and submit a cheque to the school before the request will be initiated on the student’s behalf.
3. The report will be sent to the IB coordinator who will, in turn, send the report to the student by email.

If the appeal was successful, the cheque will be returned. If the appeal is unsuccessful, the cheque will be used to submit the payment to IB.