

Earl Wooster High School & Vaughn Middle School (MYP/DP/CP) Parent and Student Complaints Policy

“ Be Reflective”

Policy Statement:

Earl Wooster High School and Vaughn Middle School are committed to providing a safe and conducive learning environment for all students. We value the partnership between parents or legal guardians, students, and the school community. This policy outlines the procedures for addressing and resolving complaints made by parents or legal guardians and students related to school matters within the framework of the International Baccalaureate Middle Years Programme (MYP), IB Diploma Programme (DP), Career- related Programme (CP).

Scope:

This policy applies to all parents or legal guardians and students of Vaughn Middle School and Wooster High School participating in the IB Programme.

Definitions:

1. **Complaint:** A formal expression of dissatisfaction or concern by a parent, legal guardian, or student regarding a specific school-related matter.
2. **IB MYP:** The International Baccalaureate Middle Years Programme offered at Vaughn Middle School and Earl Wooster High School (Grades 9-10).
3. **IB DP/CP:** The International Baccalaureate Diploma Programme/ Career-related Programme offered at Earl Wooster High School (Grades 11-12).

Complaint Procedures:

1. Informal Resolution:

- a. Parents, legal guardians, or students with a complaint are encouraged to address their concerns informally by:
 - b. Speaking directly with the teacher or staff member involved in the matter of concern.
 - c. Discussing the issue with the relevant team leader, department head, or coordinator.
 - d. The school encourages open and constructive communication to resolve issues at this stage.

2. Formal Complaint Procedure:

- a. If an informal resolution is not successful or the matter cannot be addressed informally, the complainant may proceed with a formal complaint by submitting a written complaint to the Principal or Head of School.
- b. The written complaint should include:
 - A clear description of the issue or concern.
 - The names of individuals involved, if applicable.
 - Any relevant documents or evidence.
 - A proposed resolution or outcome sought by the complainant.
 - The Principal or Head of School will acknowledge receipt of the complaint within 48 hours.
 - An investigation will be initiated to gather relevant information and involve parties as needed.
 - A written response outlining the findings and proposed resolution will be provided to the complainant within twenty (5) school days of the complaint's receipt.

3. Appeals:

- a. If the complainant is not satisfied with the response provided by the Principal or Head of School, they may appeal the decision to the Area Superintendent or a designated Appeals Committee.
- b. The appeal should be made in writing within ten (5) school days of receiving the response from the Principal or Head of School.
- c. Area Superintendent or Appeals Committee will review the complaint and may seek additional information as necessary.
- d. A final decision and resolution will be provided to the complainant within thirty (30) school days of receiving the appeal.

Confidentiality:

All complaints and related information will be treated with the utmost confidentiality, shared only with individuals directly involved in the resolution process in guidance with FERPA regulations.

Documentation:

A record of all complaints and their resolutions will be maintained by the school for a minimum of five (4) years.

Review:

This policy will be reviewed annually by the school administration to ensure its effectiveness and compliance with relevant regulations and best practices.

Approval and Implementation:

This policy was approved by the Earl Wooster High School and Vaughn Middle School administrations. It will be communicated to all parents, legal guardians, and students of the IB Programmes and made accessible on the schools' websites.