



COMPLAINT PROCEDURE

Revised May 2023

Reviewed Annually in August

As IB world schools, we are committed to creating a better and more peaceful world through intercultural understanding and respect. We believe in welcoming both positive and negative feedback on all aspects of our work and are committed to using your feedback to make continuous improvements to our programmes.

If you have any questions or complaints, we would like to hear about them as soon as possible so they can be resolved. If you have a question about our IB programmes, please contact us so that we can attempt to address your question before they become official complaints. The procedure outlined here may be used by students and parents who have a complaint they wish to see resolved.

Principles

1. All relevant stakeholders will have an opportunity to submit a complaint and will be treated equally throughout the process.
2. Your complaint will be taken seriously.
3. We will not take action against anyone who submits a reasonable complaint.
4. Every attempt will be made to establish relevant facts and examine the issue fairly and comprehensively before any action is taken.
5. Your complaint will be dealt with in a timely manner. We will update you on the process and status of your complaint as appropriate.
6. This complaint procedure will be reviewed every year to ensure it continues to be effective.

Procedure

For students and parents expressing a concern or complaint, the following process shall be followed.

1. **Point of origin:** We believe suggestions or complaints should be handled as close to their origin as possible. If a student or parent has a complaint about a member of staff (*e.g., a teacher, coordinator, or administrator*), they should act immediately and either 1) speak directly to the person responsible or 2) write to the person
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responsible, outlining the nature of the complaint. with the purpose of resolving the matter informally. The complainant shall describe the concern, identify the impact, and identify a suggested resolution. The member of staff to whom the complaint is referred will investigate it and respond within 5 working days with a proposed resolution to their concern. Should the matter not be resolved within 5 working days or in the event that a satisfactory resolution is not reached, then you are advised to proceed with the complaint to the next stage of this procedure.

2. **Assistant Principal/Principal:** If the complaint is not resolved to the satisfaction of the complainant within the 5 days of receipt of the complaint, the individual may choose to submit a written complaint to the relevant Assistant Principal (or Principal, if the complaint is about the AP), who will then meet with the complainant to discuss the concerns. The meeting may include the staff member who was involved at the point of origin. Within 10 working days after receiving the written complaint, the AP or Principal will respond with a proposed resolution to the written complaint. All written complaints submitted to the AP or Principal will be filed together with written responses or records of verbal responses at the point of origin.

Email contacts for any questions or complaints

- Shannon Deere (shannon.deere@palmbeachschools.org): DP/CP/EE coordinator, Forest Hill Community High School
- Justin Boruch (justin.boruch@palmbeachschools.org): MYP coordinator, Forest Hill Community High School
- Camella Slydell (camella.slydell@palmbeachschools.org): Assistant Principal over IB programmes, Forest Hill Community High School
- Eric Fasone (eric.fasone@palmbeachschools.org): MYP coordinator, Conniston Middle School
- Javier Ortolaza (javier.ortolaza@palmbeachschools.org): Assistant Principal over IB programme, Conniston Middle School

Reporting ethical violations and misconduct

It is the responsibility of all employees to promptly report any complaint alleging a violation of this policy and any applicable Florida ethics laws or State Board of Education ethical standards, including any complaint against instructional staff or school administrative staff that includes grounds for the revocation or suspension of a teaching certificate. Any and all complaints shall be promptly responded to and investigated by the appropriate party. If after preliminary investigation and consultation, it is determined that the available

evidence provides a reasonable basis for a full investigation, a full investigation of the complaint shall take place in accordance with District policy.

The person alleged to have committed the violation shall be notified of the complaint and of the investigation, and shall be given an opportunity to present evidence in response to the complaint, personally or through legal counsel as part of the investigation.

Investigation of complaints of gross misconduct

Complaints of employee misconduct in violation of school or district policy and other relevant state laws shall be investigated under the legal authority of the Superintendent subject to the provisions of Sections 1012.315, 1012.795 and 112.3188, Florida Statutes, until such investigation has been completed.

If the allegations are of criminal misconduct, the complaint shall be reported to and investigated by the School Police and reported to the Superintendent. If the allegations are of fraudulent conduct, including the misappropriation or misuse of District funds, the complaint shall be investigated by the Internal Auditor and reported to the Superintendent and School Board for proper disposition.

Filing complaints directly with the IB

Although most complaints regarding the IB programmes at Forest Hill Community High School and Conniston Middle School should go through the relevant IB coordinator at the school level, there is a process for submitting complaints directly to the IB.

1. If you have an inquiry or wish to provide general feedback to the IB on its products or services, please contact IB Answers at <https://www.ibo.org/contact-the-ib/ask-a-question/>.
2. If you have concerns relating to practices occurring within the IB or an IB World School, please refer to the IB's Whistleblowing Policy at <https://www.ibo.org/contentassets/fab8cce45b743c0a68de6f9ea989385/ib-whistleblowing-policy-en-2018-1.pdf>.
3. If you have any issues with IA scoring and the means of the teacher score differs by 15% or more, then a request for re-marking can be initiated by the DP Coordinator. The DP Coordinator will follow the guidelines outlined in the handbook and submit a

request for re-marking of work. Also, after IA results are issued and a student's score is questionable, then the DP Coordinator can submit An Enquiry Upon Results with a request for re-marking. If the EUR results will possibly lower a score, then consent from the candidate or guardian will be required. Prior to a submission for re-marking or an EUR, a parent/candidate conference will be held to discuss the procedure, timeline, and fees (if applicable). The parent or candidate will not be able to request a re-marking or EUR; all submissions will be conducted by the DP Coordinator.

Complaint committee

Forest Hill Community High School

Shannon Deere, DP/CP Coordinator
Justin Boruch, MYP Coordinator
Alexa Kokotoff, IB Guidance Counselor
Camella Slydell, IB Assistant Principal

Conniston Middle School

Eric Fasone, MYP Coordinator
James Thomas, Head of School
Josh Widerman, Literacy Coach
Javier Ortolaza, IB Assistant Principal