IB Complaint Policy

Kingston Secondary School

1. Rationale

The IB programme at KSS understands that concerns arise over courses, assessment, teachers/staff, or the application of IB policies themselves. The need for clear communication, confidentiality, and clarity of process are vital. This policy will help ensure that concerns are addressed by the person most suited to addressing them.

1. Process for communication
	1. Speak with the person immediately responsible for the topic. This typically means the classroom teacher for assessment, timelines, support, etc.
	2. Speak with the IB coordinator if the concern is not addressed satisfactorily (in your view), or if the issue is within the purview of the IB coordinator.
	3. Speak with the head of Student Services if the concern is not addressed satisfactorily (in your view), or if the issue is within the purview of the Student Services department.
	4. Speak with the Vice Principal responsible for the IB programme if the concern is not addressed satisfactorily (in your view), or if the issue is within the purview of the school administration.
	5. Speak with the Superintendent for KSS if the concern is not addressed satisfactorily (in your view), or if the issue is within the purview of the KSS administrative team.
	6. While the IB does not address most student and parent inquiries directly, the IB coordinator or head of school can reach out to the school’s designated supervisor at the IB, or to any of the various departments at the IB.
	7. At any time, you may reach out to whomever you feel most comfortable in order to get assistance with this process. This could include, for example, a teacher, the IB coordinator, student success teachers, school counsellors, etc.
	8. At any time, discussions may take place among teachers and/or administrators in order to achieve the best possible resolution. This communication does not prevent the concerned party from following the process outlined above.
	9. This process is in place to outline the role of the IB coordinator in the more general LDSB process (see below).
2. Process for re-mark of externally assessed material:
	1. The remark process requires a fee of $165 per assessment to be paid by the candidate. This is to cover the fee charged by the IB to the school. The KSS IB programme will reimburse this fee if the result is an increase in the mark.
	2. Grades may go up or down, and the result(s) of the remark are final. For this reason, the implications of the remark are to be carefully considered.
	3. There is a strict timeline for submitting a request for a remark. Please contact the IB coordinator promptly after results are released to discuss.
	4. Written consent is required; please contact the IB coordinator for the form.

Limestone District School Board Resolution Policy

The Limestone District School Board is committed to developing strong relationships with parents, guardians, students and our broader school communities. Together, we create safe, comfortable, accepting and positive climates for teaching, learning and working. Therefore, it is the practice of the Board to address concerns in a sensitive, respectful and private manner.

Education is a shared experience involving home and school, and the Board believes that open communication strengthens relationships between families, schools and communities. We are guided by our core values (accountability, collaboration, fairness, inclusion, integrity, optimism, perseverance and respect) that support our mission and vision, and form the foundation of positive and productive relationships. The process of addressing public concerns is an opportunity to improve relationships.

It is the practice of the Board that public concerns and questions should be dealt with at the level closest to the issue. In every situation, it is the Board’s expectation that students, staff, and others involved, follow school and Board policies, procedures and practices.

**Should you have a concern, please follow these steps in sequence:**

1. Gather as much information as possible and contact the classroom teacher to discuss your student's educational progress, ask a question or raise a concern. Most concerns can be resolved at this point through open dialogue and cooperation.

2. If the question or concern has not been resolved, please contact the Principal or Vice-Principal and request help in dealing with the matter. The Principal or Vice-Principal will gather facts from everyone involved to clarify the situation and work to resolve the matter as quickly as possible.

3. Then, if necessary, contact the Family of Schools Superintendent/Supervising Principal in charge of the school involved. The Superintendent will act as a facilitator in attempting to resolve your concern as it relates to Board policies, procedure and practices. Call 613-544-6920/1-800-267-0935 and ask for the name of the Superintendent of your student’s school.

4. If the situation has not been resolved, and you feel strongly that the situation requires further consideration, you may wish to contact the Director of Education. At that time, your concern will be reviewed and may be directed to another staff member for action. Call 613-544-6920/1-800-267-0935 and ask for the Director of Education.

5. If at this point you feel your concerns have not been adequately addressed, you may wish to contact your local Trustee. Trustees will direct any parent, guardian or community member to this process before they get involved.

The Board will continue to comply with all relevant legislation as it relates to privacy for all members of the community.

Additionally, please do not hesitate to communicate your appreciation or your positive feedback to teachers, school staff, school administration, Board administration or Trustees when appropriate.

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