

# SEMIAHMOO SECONDARY COMPLAINTS PROCEDURE

FOR PARENTS, LEGAL GUARDIANS, AND STUDENTS

This document outlines Semiahmoo Secondary's procedures for addressing complaints and students' requests for appeals against decisions taken by the school in its delivery of the IB programme. These procedures are available online for parents, legal guardians, and students at our website [www.IBSemiahmoo.ca/resources](http://www.IBSemiahmoo.ca/resources).

## COMPLAINTS PROCEDURE

The following is the procedure for dealing with complaints towards the school or IB DP programme.

**Step One:** the complainant should first direct any questions or criticisms of the delivery of curriculum, teaching, or grading practices directly to their teacher.

**Step Two:** If the complainant believes that the issue(s) has not been addressed after informing their teacher or that the issue pertains to the wider delivery or structure of the IB Programme at the school, they may then direct their question or criticism to the Semiahmoo IB Coordinator.

**Step Three:** If the question or issue persists after step two, the complainant, or any party involved, may escalate the matter to school administration.

## REQUESTS FOR APPEAL

The procedure for dealing with students' requests for appeals against IB programme decisions taken by the school is as follows.

**Step One:** If a student requests to appeal an IB programme decision taken by the school they may make their appeal directly to the Semiahmoo IB Coordinator.

**This process is reviewed yearly by the Semiahmoo IB Program Coordinator and school administration.**