

INQUIRIES AND COMPLAINTS PROCEDURE

FOR SEMIAHMOO SECONDARY PARENTS, LEGAL GUARDIANS, AND STUDENTS

This document outlines Semiahmoo Secondary's procedures for addressing inquiries or complaints regarding 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.

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. The student may also have a parent or guardian intercede at this juncture to contact the teacher with questions and concerns.

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.

INQUIRIES AND REQUESTS FOR APPEAL

The procedure for dealing with student and parent inquiries or requests for appeals of IB programme decisions taken by the school is as follows.

Step One: If a student has an inquiry into or 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.