

Manheim Township International Baccalaureate Complaint Policy

This policy is publicly available to all program participants at the MTIB webpage:

<https://www.mtwp.net/about/curriculum/international-baccalaureate/>

Manheim Township's International Baccalaureate Programme is at its best when students, families, faculty, and administration are working together as a team. In addition to being a central trait of the Learner Profile, effective communication is essential to the success of the IB program.

Students and parents are encouraged to be in regular touch with IB faculty and administration about any issues that arise in a student's pursuit of the IB programme. Consistent with School Board Policy 906, the IB program "welcomes inquiries, suggestions, and constructive criticism from parents/guardians, district residents or community groups regarding the district's programs, personnel, operations, and facilities." Classroom concerns related to instruction and classroom marking should first be addressed to the specific instructor of the individual IB course. Concerns related to diploma requirements, testing and the administration of exams and IB assessments and scoring should be directed to the IB Coordinator.

This IB specific Complaint Policy is intended as a supplement to the school board Public Complaint Procedure (906) available on the school district website.

In accordance with Board Policy 906, "General Complaints shall begin with an informal, direct discussion between the complainant and district employee most directly involved. The employee shall attempt to provide a reasonable explanation or take appropriate action within the employee's authority. The employee shall report the matter and the resolution to the building principal or immediate supervisor. "

Board Policy 906 details the following procedure for situations in which an informal discussion fails to resolve the complaint:

First Level - If a satisfactory resolution is not achieved by discussion with the employee, the complainant shall submit a written complaint to the building principal or designee and a conference shall be scheduled with the complainant. The written complaint shall include the contact information of the person or group filing the complaint, the specific nature of the complaint, a brief statement of relevant facts, how the complainant has been affected adversely, and the action requested. The building principal or designee shall provide a written response to the complainant.

Second Level - If a satisfactory resolution is not achieved through a conference with the building principal or designee, the complaint shall be referred to the Superintendent or designee. The

Superintendent or designee shall review the complaint and may schedule a conference with the complainant. The Superintendent or designee shall provide a written response to the complainant.

Third Level -If a satisfactory resolution is not achieved through referral to the Superintendent or designee or if resolution of the complaint is beyond his/her authority and requires Board action, the Superintendent or designee shall refer the complaint to the Board.

The Board, after reviewing all information relative to the complaint, shall provide the complainant with its written response. The Board may, at its discretion, grant a hearing before the Board or a committee of the Board. If a hearing is granted, the complainant shall be advised of the Board's response, in writing, no more than thirty (30) days following the hearing.

Any requests, suggestions or complaints first directed to individual Board members and/or the Board shall be referred to the Superintendent for consideration, investigation and action. If further action is warranted, based on the initial investigation, such action shall be in accordance with the procedures outlined above.

Reviewed 05/2023