



IB Programme Complaints Policy Green Bay West High School

IB Mission Statement

The International Baccalaureate aims to develop inquiring, knowledgeable and caring young people who help to create a better and more peaceful world through intercultural understanding and respect.

To this end the organization works with schools, governments and international organizations to develop challenging programmes of international education and rigorous assessment.

These programmes encourage students across the world to become active, compassionate and lifelong learners who understand that other people, with their differences, can also be right.

West High School Mission Statement

Empowered learners committed to integrity.

Purpose

At West High we take pride in our respect for differing viewpoints and strive to ensure that all community members are treated fairly. We aspire to the goals set forth in the mission statements of the IB and our school. If students, parents or other stakeholders in the school have complaints, we wish to hear about them as soon as possible so they may be satisfactorily resolved. Our preference is for issues and complaints to be dealt with informally and in a friendly manner by the individuals involved. If this is not possible, West High has a complaint procedure which is designed to investigate complaints efficiently and effectively. This policy sets out the handling of IB Programme complaints in accordance with Green Bay Area Public School district policies.

I. West High IB Programme Complaint Procedure

Stage 1A: Informal Resolution - School Level

If possible, it is desirable that complaints be handled in an informal and friendly manner by the individuals involved. Per Board Policy 870, "public concerns or complaints shall first be presented to the person most closely associated with the complaint or concern." Furthermore, "concerns or complaints about school personnel shall be directed to the person involved. If not resolved at that level, they should be referred to his/her immediate supervisor."

If a student, parent or other school stakeholder has a complaint or a request for appeal against IB programme decisions taken by the school they should act immediately by contacting the relevant programme coordinator. In most cases the matter should be resolved straightaway. The school will strive to investigate and respond to complaints within five business days.

IB Diploma Program issues should be directed to Ms. Bielen at snbielen@gbaps.org

IB Middle Year Program issues should be directed to Mr. Evenson at arevenson@gbaps.org

A Note About IB Program Appeals: In cases of a request to appeal IB diploma grades as awarded by the IB, the student or parent may request an appeal be made by the IB DP coordinator on behalf of the student within the appeals dates as set by the IB organization. In such cases, the fees associated with such a request are the responsibility of the parent or student making the request.

Green Bay West High School

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Stage 1B: Informal Resolution - Building Level

If the complaint can not be resolved through conversations with the programme coordinator, then the complaint may be directed to the Head of School, Michelle Jacobson.

Stage 2: Formal Resolution - Parent Complaints Filed at the District Level

If a parent has filed a complaint with the Head of School and yet they believe their concerns were not adequately resolved, they may file a formal complaint with Green Bay Public Schools. If a parent has received a resolution and remains unsatisfied, they may complete a Community Input form on the district website at https://www.gbaps.org/our_district/contact_us or call at 920-448-2000 where staff will route the complaint to the appropriate office.

If parents need assistance with completing the form online or wish to speak with someone before completing the online form, they may speak to a staff person located within the Pupil Services Department. This is considered a *Level 2 complaint*. Once filed, the complaint will be directed to a designated Green Bay Public Schools employee who will work with school leadership to address the concern. The district will investigate and respond to the complaint within five school days.

Stage 3: Formal Resolution - Parent Complaints Filed at the District Level

If a parent has received a resolution at Levels 1 and 2 of the complaint process and remains unsatisfied with the resolution, they may contact the Board of Education at BoardOfEducation@gbaps.org, 920-448-2000, or President of the Board of Education, Green Bay Area Public School District, P.O. Box 23387, Green Bay, WI 54305. The Board of Education will route the complaint to the appropriate personnel if the complaint is relative to district policies or the parent believes district policies have not been followed in the resolution. This is a *Level 3 complaint*.

The above procedures are aligned with the administrative policies as set forth in the Administrative Policies of the Green Bay Public Schools, particularly Administrative Policy 870 below.

Internal Resolutions - Program Level Complaints (aka “Whistle Blowing”)

When your disclosure relates to decisions made by an IB World School, discussing your concerns with the IB World School administration is the appropriate course of action. If you have exhausted all options of redress at school level and remain concerned by the response provided by the IB World School, a report may be submitted in writing to whistleblowing@ibo.org. Internal complaints can be submitted according to the IB Whistleblower procedures at: [whistleblowing@ibo.org](https://tinyurl.com/2m5jarp5). Additional information can be found [here](https://tinyurl.com/2m5jarp5) (<https://tinyurl.com/2m5jarp5>).

II. Review Committee

The review committee, with the support of their departments, will continue to review, support, refine and build our Complaints Policy once a year. We will review the policy every year to ensure we are meeting the needs of all community members.

III. Green Bay Area School District’s Policies Regarding Academic Dishonesty

This document was written in accordance with policy 870 of the Green Bay Public School Board (reprinted on the next page.)

ADMINISTRATIVE POLICY 870 STUDENT COMPLAINTS AND GRIEVANCES

Green Bay West High School

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GREEN BAY AREA SCHOOL DISTRICT Board Policy Manual

GENERAL PUBLIC COMPLAINTS/CONCERNS

The School Board recognizes that parents and other community members may have concerns and complaints from time to time that they want to communicate to District employees and school officials.

Except as otherwise provided in Board policy or administrative rules, public concerns or complaints shall first be presented to the person most closely associated with the complaint or concern as follows:

- Concerns or complaints about school personnel shall be directed to the person involved and/or his/her immediate supervisor. If not resolved at that level, they should be referred to his/her immediate supervisor.
- Concerns or complaints about school facilities and services shall be directed first to the building principal. If not resolved at that level, they should be referred to the appropriate district office administrator, then the Superintendent of Schools and Learning, and finally the Board.
- Concerns or complaints about District operations, district-wide programs and services shall be directed to the appropriate person responsible and/or his/her immediate supervisor. If not resolved at that level, then the Superintendent of Schools and Learning, and finally the Board.

Concerns or complaints about written Board policies shall be submitted to the Superintendent in writing. It is recommended that suggestions for policy modifications be included.

The Board shall consider the suggestions for policy revision in accordance with the Board's policy on policy adoption and review. Any Board member who receives a concern or complaint from a staff member, parent or community member regarding any District matter should refer it to the appropriate administrator for review and resolution. Individual Board members should not personally investigate a complaint.

Administration shall keep the Board apprised of the investigation and progress addressing the staff, parent and/or community member complaint. If further action needs to be taken on the matter, the concern or complaint shall be reviewed and discussed by the Board as a whole in a properly called Board meeting.

In accordance with this policy, all public concerns and complaints communicated shall be dealt with in an orderly, professional and timely manner. Acknowledging that the time needed to address specific concerns and complaints varies, administration shall communicate to the staff member, parent and/or community member a timeline for a response. Administration shall keep the staff member, parent and/or community member apprised of the progress being made in the event that the timeline originally shared cannot be met.

History: Adopted 6-30-75; revised 1984; reaffirmed 3-29-95, 5-31-18

Previous Coding: Admin. Policy JFH, prior to May 1995; Admin. Policy 10.27, May 1995-August 1996

Cross Ref.: Admin. Policy 1.04 Nondiscrimination 6.03 Sexual Harassment 7.20 Student Publications, 151, Board Policy Adoption and Review 161, Board Member Authority 187, Public Participation at Board Meetings 411-Rule, Student Discrimination Complaint Procedures 411.1-Rule, Guidelines for Responding to Acts of Harassment and/or Bullying by



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An IB World School

*Empowered learners
dedicated to integrity*

Students 511-Rule, Employment Discrimination Complaint Procedures 527, Staff Grievances (Employee Discipline, Termination and Workplace Safety) 871, Public Complaints about Instructional Materials and the Curriculum.

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