



Luther Burbank High School Complaints Procedure Policy

Purpose

As an IB world school, Luther Burbank High School (Burbank) regularly updates students, and parents about each of the IB programmes offered at the school. This involves published programme material, email communications, information on the Burbank website and annual parent information nights on the nature and curriculum of the MYP and DP programmes and assessment practices. In the event that changes in structure or offering to any of the two IB programmes is planned, Burbank is committed to ensuring that all stakeholders are consulted, informed and actively participate in the decision-making process.

We understand however, that there are occasions when people would like to raise their concerns formally. In this case, Burbank will attempt to resolve the issue internally, through the stages outlined within this complaints procedure document. Burbank takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

This document outlines procedures arising specifically in relation to complains and students' requests for appeals against IB program decisions taken by the school. These procedures do not apply to matters where there are legislated requirements or existing policies and processes of appeal already in place.

Concerns vs Complaints

It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved formally, by contacting the Diploma Programme (DP) Coordinator, Erin McKee, emckee1@saisd.net or the Middle Years Programme (MYP) Coordinator, Tate Jaeger, tjaeger1@saisd.net without the need to use the formal stages of the complaints procedure outlined below.

- A *concern* may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought.'
- A formal *complaint* may be defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action.'
- An *appeal* may be defined as 'a request for the review of a decision or action taken.'

Procedure to address Concerns

Anyone with a concern is encouraged to discuss the matter with the person involved as soon as possible to prevent issues escalating.

- A concern related to subject teaching such as IB content or assessment, should be firstly discussed with the class teacher.





- A concern with course placement or assignment should be discussed with the relevant IB Coordinator and the student's assigned counselor.
- A concern with courses or subjects offered by the school, scheduling or hours of teaching should be discussed with the Assistant Principal of Instruction and Curriculum (Laura Girard – lgirard2@saisd.net).
- A concern related to any one of the overall IB programs should be discussed with the relevant IB Coordinator.

If the matter is not resolved in a manner that fully addresses your concern, you may wish to take the matter further by following the procedures for making a formal complaint.

Procedure for a Formal Complaint

In some cases, such as when your concern cannot be resolved, you may wish to make a formal complaint. The following procedure must be followed.

1. Write down your complaint related to the IB programme decision made by the school, giving the details of the issue, including details of efforts that have been made to resolve the matter. Include your name and contact information (phone number and email address).
2. Address your written complaint to the relevant IB Coordinator. Ask for assistance at the school office if you are unsure how to go about delivering your complaint.
3. Complaints will be acknowledged immediately upon receipt or, if that is not possible, within 48 hours, giving assurance to the complainant that the issue will be investigated.
4. When a formal written complaint is received the IB Coordinator will discuss the matter with you before deciding what further action should be taken. You may have a support person with you when you discuss the complaint, if you wish. This meeting will be documented.
5. Your complaint will generally be treated in confidence and investigated. However, in the interests of resolving the complaint, other personnel such as the Instruction and Curriculum Assistant Principal or Deans may be involved.

Procedure for Appeals

IB MYP

Students' appeals are generally associated with assessments and subject grades. The MYP requires all subject teachers to use standardization of assessment that ensures fair and transparent grading processes, hence scope for appealing MYP grades is limited.

IB DP

Burbank DP Summative assessments may carry the potential for a retake in cases where a student wishes to appeal the results. The opportunity for retakes is at the discretion of the teacher and/or DP Coordinator. Students can follow the procedures outlined in the [SAISD Parent Student Handbook](#).





DP World Exam Appeals

For appeals on formal DP examination results (those assessed externally by the IB) The IB Organization accepts appeals in relation to four areas of decision-making during an examination session. Appeals are possible against:

- Results—when a school has a reason to believe that a candidate’s result(s) are inaccurate after all appropriate enquiry upon results procedures have been completed. This is the most common appeal, known as an ‘Enquiry Upon Results (EUR)’
- A decision upholding academic misconduct, but not against the severity of a penalty
- A decision in respect of special consideration—following a decision not to give special consideration to a candidate as a consequence of alleged adverse circumstances
- An administrative decision not covered by one or more of the foregoing circumstances that affects the results of one or more candidates.

Appeals Process

The appeals process is divided into two stages. Each stage requires the payment of a fee by the candidate or their legal guardian(s). The fee applicable to the relevant stage of appeal will be refunded in the event that the appeal at that stage is upheld (i.e. the appeal is successful).

- A stage one appeal can only be requested by the Head of School or by the DP Coordinator from the school at which the candidate, known as the appellant during the appeals process, was registered for the examination session.
- A stage two appeal can be requested directly by a candidate or their legal guardian(s) in addition to the Head of School and DP Coordinator if the outcome of a stage one appeal is not satisfactory. A request for appeal at either stage must be submitted with a completed appeal request form that can be obtained from the IB Organization via the IB Answers service.

Rights and responsibilities

Parents lodging a concern or complaint with Burbank can expect to:

- Be treated with respect, courtesy and consideration
- Have their complaint dealt with in an efficient and timely manner
- Have personal information treated as confidential
- Have their complaint considered impartially and in accordance with due process

In return, Burbank requests that parents/guardians making a complaint will:

- Treat all parties with respect and courtesy and maintain confidentiality
- Raise the concern or complaint as soon as possible after the issue has arisen provide complete and factual information about the concern or complaint





- Ask for assistance or further information as needed
- Act in good faith to achieve an outcome acceptable to all parties
- Have realistic and reasonable expectations about possible outcomes/remedies

Policy Review and Communication

This policy will be available to the Burbank community on the school website in the IB section and individual requests for the policy can be sent to the IB Coordinator. The Luther Burbank High School Complaints Procedure Policy will be reviewed regularly by Burbank staff, leadership, and other relevant stakeholders in accordance with the MYP and DP Self-study process every five years. Once reviewed, the policy will be submitted to the Instructional Leadership Team for approval. It is the responsibility of the IB Coordinator to coordinate the policy review as outlined.

Bibliography

[IB Complaints Procedure](#)

