

MPHS Student Feedback Procedures

Revised November 2024

Student Contact overview

Myers Park High School has many different avenues that students can get involved and give feedback.

Student organizations

Student government

MPHS offers a course on leadership, where students are elected to serve as representatives for their class. Students can then discuss issues they see on campus with their representatives for change.

Student clubs and organizations

MPHS is proud to be home to many student-led organizations. These organizations are started and maintained by student leaders. Student leaders must have a staff member serve as a sponsor for their club or organization. The clubs and organizations follow rules set forth by the student government. In each of these groups, students have the ability to express their opinions and desires about the school and air complaints.

Procedures for Making Complaints

Procedures for making complaints are listed below. For effective and timely resolution, concerns and complaints should be raised within two weeks of the issue in question. Staff members have 24 business hours to acknowledge receipt of a concern or complaint.

Students who have a concern or complaint regarding the learning or school related activities on campus, should reach out to the teacher or advisor by email or parent square. If the student is not satisfied with the response of the teacher/advisor or feel that the matter is serious, they should contact the IB Coordinator by email, phone or through appointment. The coordinator will discuss the problem with the student and teacher/advisor. An attempt to resolve the complaint will be made keeping the interests of all stakeholders.

For matters concerning the emotional wellbeing of the student, the student should contact their assigned school counselor and suitable action will be initiated.

For complaints against faculty members, the matter needs to be addressed to the IB Coordinator who will look into the matter and resolve it by discussing it with all stakeholders.

Students who are not satisfied with the response of the IB coordinator, are encouraged to reach out to the principal for further review.

Students who are not satisfied with the response of the principal, are encouraged to inform their parent/guardian, if they have not already and can ask for a meeting to speak to all stakeholders involved, including the area superintendent and IB District Specialist.

Confidentiality: Student complaints or concerns will be treated in a confidential manner and with respect. Knowledge of the complaint or concern will be limited to those directly involved. It is the school's policy that complaints made by students will not rebound adversely on their education in any way.

Teacher Contact

Students are encouraged to discuss their concerns regarding grades or curriculum with their teachers first. They are encouraged to do this via in person discussions, or by email.

IB Coordinator

Students are encouraged to get to know their IB Coordinator and take concerns to them.

Assistant Principal Contact

Students are encouraged to get to know their Assistant Principals and take concerns to them.

School Counselor Contact

Students are encouraged to get to know their school counselors and take concerns to them.

School Principal contact

Students are encouraged to get to know their school counselors and take concerns to them.

Concern and Complaint Procedure Review:

The concern and complaint procedure is reviewed at the beginning of each school year. During a review period, updates to IBO programme documentation are reviewed, and all stakeholders are invited to provide feedback. The pedagogical leadership team considers both inputs and revises the procedure as appropriate.

The policy is provided to parents and students on the MPHS IB website to promote continued awareness for students, parents, staff, and other community members.