

Geneva Heights

Complaints Protocol

June 2026



Geneva Heights Elementary School Vision Statement

Geneva Heights serves as a home for world changers who work cooperatively, demonstrate mindfulness, and create positive change.

As an International Baccalaureate (IB) World School, we are aligned with the IB Organization's mission and Learner Profile.

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.



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Philosophy

According to the Learning standard (0201) from the IB Programme standards and practices, Geneva Heights provides a protocol for parent concerns that aligns to the standard, “leadership and governance understand all IB rules, regulations and guidelines, and have put in place structures and processes to ensure compliance.”

Principles of the Protocol

To ensure the complaints process is effective, the following principles are applied throughout the complaints process and provide a framework for communication between stakeholders and IB staff.

- Fairness – we aim to have a fair complaints procedure that ensures everyone is treated equally.
- Courtesy – all communication in relation to this procedure should be based on mutual respect, trust and courtesy.
- Accessibility – we aim to have a complaints procedure that is easy to understand, easy to access and well publicized.
- Timeliness – we aim to ensure that all complaints are dealt with in a timely manner.
- Effectiveness – the complaints procedure is monitored and reviewed to ensure it continues to be effective.
- Attentiveness – you will be given every opportunity to put forward your complaint, and you can be assured that we are listening. We will update you on the process and status of your complaint as appropriate.

Protocol

1. Contact the **child’s teacher** regarding classroom concerns, specifically regarding the child’s work, behavior, materials or classroom needs.
2. Contact the **counselor**, Nichelle Ward, for issues regarding any items of a personal or private nature that require her support or services. (Contact information is below.)
3. Contact the **PYP Coordinator**, Rhonda Barnwell, for any concerns regarding the IB programme at Geneva Heights including 5th grade exhibition, policies, units of inquiry, or any other general programme questions or issues. (Contact information is below.)
4. Contact the **administrators**, Michael Ruiz, Kim Saroni, or Stephanie Munves if concerns are not resolved and/or persist. Administrators can also be contacted for larger issues like health and safety issues that affect the entire campus. (Contact information is below.)
5. Parents may issue a complaint regarding **any department** of the school through the district funded Let’s Talk program. Parents go online to the site listed below and fill out the form. There are multiple languages available for parents to choose from. The information is sent to the principal, the principal’s immediate supervisor, and any other personnel involved to be addressed within 24-48 hours.

Let’s Talk

The goal of Let’s Talk! is to build stronger community relationships, identify opportunities for engagement, and spot potential crises before they occur. Let’s Talk also offers unique features to help the district improve customer service.

<https://www.dallasisd.org/letstalk>

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Contact Information

Name: Israel Verver
Role: Head of School
Email: iverver@dallasisd.org

Name: Rebecca Madden
Role: Assistant Head of School
Email: rmadden@dallasisd.org

Name: Dr. Te T'aime Green
Role: IB Coordinator
Email: tegreen@dallasisd.org

Name: Nichelle Ward
Role: Counselor
Email: jbing168@dallasisd.org

Name: Gauranga Robinson
Role: Office Manager
Email: garobinson@dallasisd.org

Name: Maria Carmen Carbajal
Role: Campus Records and Attendance
Email: mcarbajal@dallasisd.org

Ongoing Review of Complaint Protocol

The Complaint Protocol is a working document, which requires ongoing review and revision based on the protocols given to us by the Dallas Independent School District. The pedagogical leadership team and office staff, including the records clerk, will review the Complaint Protocol annually. Feedback from all invested parties will be taken into consideration and subsequent revisions will be completed each year by the end of September. The updated protocol will be shared with all staff during an IB Professional Learning Community and with the PTA during a given meeting. The final document will be posted on the school's website.