SOUTH SHORE INTERNATIONAL COLLEGE PREP
IB WORLD SCHOOL
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www.ssicp.org

SSICP IB MYP, DP, CP Parent and Student Concerns and Procedures

South Shore International College Prep offers the International Baccalaureate Diploma Programme (DP), Career-Related Programme (CP), and Middle Years Programme (MYP) in alignment with the standards and practices outlined by the International Baccalaureate Organization (IBO).

Philosophy
This policy aims to reassure parents/students and others with an interest in the school that:
any concern or complaint against the school will be dealt with in a fair, open and responsive way, with the aim of achieving a speedy and satisfactory resolution; and
SSICP recognizes that a willingness to listen to questions and criticism and to respond positively, can lead to improvements in school practices and provision for students.

Scope
This policy extends generally to parents/guardians and scholars attending the school. Concerns and/or complaints may be made in writing via email, or in person along with a follow-up email detailing the conversation in the event that a parent/guardian and/or scholar has a concern or complaint in regards to any of the IB Programmes at SSICP High School.

Procedures
Step 1: The parent/guardian and/or scholar should contact their IB teacher with any concerns they may have regarding their academics in the individual class. In the event that the concern is not specific to a particular class, the Programme Coordinator should be contacted.

Step 2 If, after meeting with the teacher the concern/complaint is not resolved, the parent and student should meet with the IB Coordinator and Programme administrator/ Principal's designee. This meeting will be focused on transparent communication of IB expectations and policies, and all stakeholders will collaborate together in order to find a suitable solution to the concern presented.

Step 3: If the matter is not resolved after the steps outlined above, a meeting with the Head of School (Principal), IB Coordinator, parent/guardian, and scholar will be scheduled. This meeting will further discuss the concern and possible solutions that are aligned to SSICP and IBO policies. A final decision will be reached by the SSICP building Principal (Head of School)

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