



**Julius West Middle School and
Richard Montgomery High School**
Complaints Procedures



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MCPS Policies for Complaints

Montgomery County Public Schools follows a defined process, guided by best practices for managing community complaints and concerns in a large school system. The school system process for addressing these complaints [can be found here](#).

MCPS divides the complaints process into two phases: informal complaints that are handled between parties at an individual school and formal complaints by the public that are guided by an [established district regulation](#). In the informal complaint phase, individuals with a concern should first contact the persons responsible for their particular issue. A general description of each person's role is below:

- Teacher - All classroom concerns, individual student grades and learning needs
- Resource Teacher - Any curricular or instructional concerns beyond the classroom level
- Counselor - Student-specific concerns including mental health and wellbeing
- Assistant Principal - Departmental or gradewide issues of concern, behavioral or safety concerns regarding a particular student or group of students.
- Principal - Schoolwide concerns, community concerns, emergencies of public safety, unresolved concerns that have not yet been resolved by prior contacts with school personnel.

Complaints and appeals regarding IB decisions taken by the school

Richard Montgomery and Julius West follow a process of collaborative decision-making involving multiple stakeholders when making decisions regarding their IB programs. The schools' instructional leadership teams collaborate to make decisions regarding IB programme offerings and structures. Students, parents and community members with concerns about their particular program should first contact the appropriate Programme Coordinator, as below:

- [Krista Fiabane](#) - MYP Coordinator, Julius West Middle School (Grades 6-8)
- [Molly Clarkson](#) - MYP Coordinator, Richard Montgomery High School (Grades 9-10)
- [Amanda Trivers](#) - DP Coordinator, Richard Montgomery High School (Grades 11-12)
- [Joseph Jelen](#) - MCPS IB Magnet Administrator, Richard Montgomery High School (Magnet students - Grades 9-12, MCPS Selective Program Applications and appeals)

School-based focus on advocacy

In addition to the district's formal policies for addressing complaints, our school community has developed guidelines for student advocacy that outline the roles and responsibilities that

students, teachers, counselors and administrators play in resolving conflict and addressing concerns. The [Richard Montgomery student advocacy document](#) outlines this set of best practices as students become increasingly effective self-advocates.

Additional resources for addressing student conflict include the schools conflict mediation services, which can be accessed through each school's counseling department. Conflict mediation is available for students and staff.