

Parent and student complaints procedures

Rules – Internal complaints procedure

Article 6.1: The school must have in place written procedures for how it will deal with complaints and students' requests for appeals against IB programme decisions taken by the school, ensure that details of these procedures are made widely available and accessible to all students, and operate in accordance with such procedures.

- As published and outlined in the academic integrity policy, it is the teacher's professional responsibility to assess and evaluate student work. Where there are questions, issues or concerns, students/parents/guardians should discuss these with the student's teacher. Where resolution cannot be reached, the matter should be brought to the Diploma Coordinator, and then if necessary, the school administration. School coordinators or administrators will consult with the teacher to come to a resolution. This decision is binding.

Article 6.2: The school must inform parents or legal guardians about the school's procedures for addressing complaints and students' requests for appeals of IB programme decisions taken by the school.

- This procedure is detailed in the academic integrity policy.

Leadership 4.4: The school ensures that students and legal guardians are informed of the general characteristics of the diploma programme and how the school implements them. (0201-04-0400)

- During informational meetings prior to applying into the diploma programme, students and parents are informed about the specifics of Seaquam's DP.
- All programme policies are available on the Seaquam IB website.
- In the application phase, students and parents complete a contract of participation and commitment form.

Approaches to assessment 3.4: The school implements, communicates and regularly reviews consistent and fair systems and processes for reporting student progress and handling appeals or challenges. (0404-03-0400)

- Student progress is reported through formal report cards, parent-teacher interviews, and interim reports.
- Teachers routinely communicate student progress, both formally and informally, and especially when student concerns arise.
- Parents and students have access to a shared calendar of assessments through the students' Managebac account.

The school has written procedures for how it will:

- deal with complaints towards the school or IB Diploma Programme – this is done through the DPC.
- deal with students' requests for appeals against IB Programme decisions taken by the school - this is done through the DPC, in consultation with the subject teacher.
- ensure that procedures are made available to all students - this appears in the policy statements and on the Seaquam IB website.