

MPHS Parent Feedback Procedures

Parent and Family Communication– Overview

Myers Park High School has many different avenues with which we communicate school information with parents. MPHS IB program updates the MPHS IB website with important information for both parents and students. The IB coordinator, teachers, counselors and administrators are available to parents and students who need to discuss concerns or complaints, compliments or ask questions. CMS uses the Parent Square communication platform to communicate with parents and students, but parents and students can email, call the main office or schedule an appointment.

School information sessions

Open House- Approximately scheduled every August, MYP and DP Parent Nights in September and February

Myers Park High School provides parents and students with regular updates about the IB program at MPHS. The school is committed to providing parents and students with information on the MYP and DP curriculum and implementation, examination information, service as action expectations, IB grading criteria assessment rubrics and personal project details. The school recognizes being a lifelong, internationally minded learner involves willingness to listen to questions and feedback. The school strives to resolve concerns and complaints in a timely fashion and with the individuals directly involved.

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.

Parents who have a concern or complaint regarding the student's learning, should reach out to the teacher by email or parent square. If the parent is not satisfied with the response of the teacher 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 parent, student and teacher. 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 parent should contact the IB Coordinator who will discuss the case with the student 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.

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

Parents who are not satisfied with the response of the principal, are encouraged to reach out to the area superintendent's office and IB District specialist for further review.

Confidentiality: Parental 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 parents will not rebound adversely on their children in any way.

Teacher Contact

Parents and families are encouraged to contact teachers via email with any questions or concerns regarding their child's performance in the course.

Assistant Principal Contact

Parents and families are encouraged to contact Assistant Principals via email with any questions or concerns regarding student safety and performance. Assistant Principals are assigned to oversee specific curriculum subject areas.

School Counselor Contact

Parents and families are encouraged to contact the assigned school counselor regarding mental health, grades, college admissions and much more.

IB Coordinator Contact

Parents and students are encouraged to contact the IB coordinator with any questions or concerns. Parents and students can schedule a meeting with the coordinator to discuss information in greater detail when needed.

School Principal contact

Parents and families are encouraged to contact the aforementioned school personnel prior to contacting the school principal. MPHS' principal does encourage families to contact them regarding any situation, but will refer to the previous school personnel if they haven't been previously contacted.

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.