



Superior C.V.I. – Complaints Procedure

Rationale:

In order to ensure transparency, fairness, and openness in the case of dissatisfaction or disagreement with a practice or decision, Superior C.V.I. has created a mechanism to address concerns.

Philosophy:

At Superior C.V.I., we encourage students and parents to have open and honest conversations if concerns have emerged. We approach these conversations from a positive, growth-oriented perspective and value the opportunity to work together to achieve resolution. Where possible, the principles of restorative practices will be utilized to resolve the situation in a manner that preserves relationships within the school community.

Further, we believe that students and parents/guardians must feel safe to express concerns without fear of reprisal and feel that their voices will be heard and respected. Privacy and confidentiality of all involved parties will be maintained throughout the complaints process. It is our expectation that this process will be conducted in a manner that is respectful to all concerned.

Scope:

Occasionally, concerns may arise about such classroom matters as grades, assessment tasks, and instructional practices. As such, classroom teachers are best positioned to discuss initial inquiries about these issues and to answer questions that may arise in a manner that is respectful to all parties. The IB Coordinator may also be an appropriate resource for questions or concerns surrounding the IB Programme in general; however, such issues may also be addressed to the school Principal.

Concerns that emerge concerning the school as a whole, including, but not limited to, instances of bullying or discrimination of any form, are best addressed to the school Principal, who will work with all stakeholders to investigate the concern and facilitate the resolution process.

Procedure:

Should a student or parent/guardian feel that a concern has emerged, we ask that the following procedure be followed in a respectful manner:

For classroom concerns:

1. First, contact the classroom teacher by telephone or email and request a conference. Many issues are resolved through communicating and asking questions. Work together to attempt to resolve the problem.
2. Should the problem persist or reoccur, contact the IB Coordinator to schedule a time to meet to discuss the problem further. The IB Coordinator will work with the classroom teacher, student, and parent/guardian to resolve the issue.
3. After taking these steps, if the issue is still not resolved, the parent/guardian should contact the school to arrange a meeting with administration. The IB Coordinator and classroom teachers will be consulted by the Principal and may be asked to be part of the meeting, the aim of which will be to gather additional information and collaborate to find a solution.

For concerns beyond the classroom:

1. Students and parents/guardians may request an appointment to meet with the IB Coordinator and/or school administration to discuss the concern and come to a resolution.
2. Should further investigation of the matter be required, the Principal will contact the parent/guardian to schedule a follow-up meeting.
3. After these steps have been taken, if the concern is still not resolved, the parent/guardian may contact Senior Administration of the Lakehead District School Board to further discuss the matter.

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