

# Jefferson County International Baccalaureate School



## Parent & Student Grievance Policy

### Philosophy

The JCIB faculty believes that good communication is integral to the successful life of a school. The administration is aware that there may be occasions when students or parents disagree with decisions made by the school. In such a situation, there are specific steps that shall be taken. IBO does not deal directly with students or parents. Any concern about programme requirements or assessments should be communicated to the Coordinator(s) for explanation or clarification. The communication chain helps to ensure that questions and concerns do not develop into serious problems.

### IB Rules

#### Article 6

- **Internal Complaints Procedure:** 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. 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.

### General Guidelines

From time to time, students or parents may have questions or concerns that they wish to bring to the attention of appropriate school officials. Students and parents are encouraged to discuss problems and complaints through emails, phone calls, and scheduled conferences. The following general procedures will help to ensure that all communication is timely and effective: 1. Contact the classroom teacher when the problem concerns a student's academic work, instructional materials and/or classroom environment. 2. Contact the grade-level counselor when problems are personal. 3. Contact the MYP or DP coordinator to begin meetings to determine if special learning accommodations are warranted. 4. Contact the MYP or DP coordinator when questions are related to the academic program(s) and a student's overall performance and progress. 5. Contact the assistant principal or the Head of School when problems cannot be resolved with the teacher or coordinator.

When students begin their JCIB experience, students work with teachers to develop shared understandings about cheating, plagiarism, and other instances of academic malpractice/dishonesty. Students are required to sign the Honor Code. Students review this Honor Code at the beginning of each school year, and the faculty reiterates the importance of academic integrity. Students are expected to do their work; receive help from peers, parents, or others only as is authorized by instructors; avoid claiming as their own the words, ideas, or data of others; and refuse to assist peers in cheating. Students are encouraged to bring the efforts of others who cheat to the attention of school officials. Teachers educate students carefully on academic integrity matters, including engaging students in activities that clarify what constitutes plagiarism and how to avoid it, and the difference between authorized collaboration and illegitimate collusion. Teachers also understand the importance of reporting every incident of academic dishonesty to the school administration. These incidents will be monitored from the office to ensure that no student has either multiple issues or issues in multiple classes.