

## **WVSS Complaints Policy**

At WVSS we endeavour to deal with complaints in a timely and transparent manner. Teachers at WVSS are members of British Columbia Teachers' Federation and follow this associations' Code of Ethics. This Code of Ethics states that teachers are willing to review with colleagues, students, and their parents/guardians the practices employed in discharging their professional duties.

### **Process for making complaints**

Parents'/guardians'/students' concerns regarding a specific class should be first raised with the faculty member by email. If the parent/guardian/student is not satisfied with the response of the faculty member, they should contact the IB Coordinator through email. The IB Coordinator will then review the complaint with the colleague. An attempt will be made to resolve the issue, keeping in mind the interests of all stakeholders. If the parent/guardian/student is not satisfied with the resolution, they should contact the Principal, through email or by appointment. The Principal will consult with the faculty member and IB Coordinator and make a final attempt to resolve the issue.

General complaints should be made through email to the IB Coordinator. The IB Coordinator will review the complaint with relevant stakeholders and resolve the complaint. If the parent/guardian/student is not satisfied with the resolution, they should contact the Principal, through email or by appointment.

For matters concerning the wellbeing of a student, the parent should contact the IB Coordinator, who will discuss the case with the student's counsellor and suitable action will be initiated.

### **Request for appeals against IB Programme decisions taken by the school**

The process is the same as the complaint process. The parent/guardian/student should first raise the issue with the faculty member, asking the faculty to member to explain the decision. If the parent/guardian/ student is not satisfied with the response, they should contact the IB Coordinator through email. The IB Coordinator will review the response with the parent/guardian/student and, if the parent/guardian/student is still not satisfied, the IB Coordinator will review the decision with the faculty member and come to resolution. If the parent/guardian/student is still not satisfied with the resolution, they should contact the Principal, through email or by appointment. The Principal will consult with the faculty member and IB Coordinator and make a final attempt to resolve the issue.

### **Confidentiality**

Complaints will be handled with confidentiality unless a child's safety is at risk and third-party involvement is necessitated.

### **Responsibilities of the Faculty**

Faculty members should handle and resolve complaints in a respectful and timely manner, to avoid further escalation.

Faculty members should involve the IB Coordinator and/or Union Representative when a complaint escalates beyond their ability to offer an acceptable resolution.

### **Monitoring and Recording**

The IB Coordinator will save all complaint and appeal emails and review at the end of each academic year.