



IB Guardian & Student Complaints Procedure

IB Mission Statement:

The International Baccalaureate aims to develop inquiring, knowledgeable and caring young people who help to create a better and more peaceful world through intercultural understanding and respect.

To this end the organization works with schools, governments and international organizations to develop challenging programmes of international education and rigorous assessment.

These programmes encourage students across the world to become active, compassionate and lifelong learners who understand that other people, with their differences, can also be right.

Oconomowoc Area School District Mission: Empowering a community of learners and leaders

The Oconomowoc Area School District believes in the principles which contribute to American democracy. Democratic self-government demands citizens who are literate, who can think creatively, and who appreciate the great heritage which is theirs. We believe the role of our District is to aid students in developing the skills, concepts, and values necessary to be successful in a rapidly changing world.

We believe in a comprehensive educational program that has as its foundation a core of educational experiences for all. This common core is supplemented by a variety of elective experiences, which permit the individual to develop unique interests, abilities, and goals.

We believe that our instructional program should serve the needs, interests, and abilities of our students, and should promote their mental and physical health while preparing them for life-long learning. The program should provide the proper information, emphasis, and perspective for learning to live successfully in our local community, as well as in the nation and the world.

We believe that students, parents, school staff, members of the School Board, and the general public share the responsibility for the total educational program of the District. We believe that this responsibility requires cooperation and dedication if the youth of our school community are to receive the learning opportunities necessary for them to become effective citizens in a free society.

At Oconomowoc High School we aspire to the goals set forth in the mission statements of the IB and our school. If students, parents or other stakeholders in the school have complaints, we wish to hear about them as soon as possible so they may be satisfactorily resolved. Our preference is for issues and

complaints to be dealt with informally and in a friendly manner by the individuals involved. If this is not possible, the procedure detailed below should be utilized.

Parent/Guardian Complaints at the Programme Level (Level 1 Complaint)

If possible, it is desirable that complaints be handled in an informal and friendly manner by the individuals involved. If a student, parent/guardian or other school stakeholder has a complaint or a request for appeal against IB programme decisions taken by the school they should act immediately by contacting the relevant programme coordinator. IB Diploma or IB Career-related Programme issues should be directed to Mrs. Carrie Schultz, schultzc@oasd.org

In cases of a request to appeal IB scores as awarded by the IB, the student or parent may request an appeal be made by the IB DP coordinator on behalf of the student within the appeals dates as set by the IB organization. In such cases, the fees associated with such a request are the responsibility of the parent or student making the request.

Parent Complaints Filed at the Building Level (Level 2 Complaint)

If the complaint can not be resolved through conversations with the programme coordinator, then the complaint may be directed to the Head of School/Principal, Mr. Jason Curtis, curtisj@oasd.org. This is considered a Level 2 complaint. The Head of School/Principal will investigate the complaint and, when necessary, request a larger meeting with all stakeholders to ensure that the building and district level policies are followed and that the complaint is resolved in a timely manner.

Parent Complaints Filed at the District Level (Level 3 Complaint)

If a parent has received a resolution at Levels 1 and 2 of the complaint process and remains unsatisfied with the resolution, the student/parent should contact Mr. John Flannery, the Director of Curriculum & Instruction, FlannerJ@oasd.org. Mr Flannery will then to the appropriate leadership personnel, if the complaint is relative to district policies or the parent/guardian believes district policies have not been followed in the resolution.

The above procedures are aligned with the administrative policies as set forth in the Oconomowoc Area School District School Board, particularly Board Policies 879 and 871 below:

Policy 870: Public Complaints

PUBLIC COMPLAINTS

The Oconomowoc Area School District expects employees to act in a professional manner and in accordance with accepted educational practice and adopted Board policies. The District also presumes that citizens and employees are both committed to act in the best interest of the students. Further, the District recognizes the right of individuals to share concerns or present complaints about practices occurring the the schools or District.

It is the policy of the District to provide for resolutions of such concerns or complaints first at the level most directly involved and in an informal manner, whenever possible. If resolution cannot be accomplished, a citizen has the right for review of this concern or complaint with the Superintendent. If

the citizen is not satisfied with the response and/or resolution provided by the Superintendent, there is then an opportunity for appeal to the Board.

The Board will consider hearing citizen complaints only when they cannot be resolved by the Administration. Matters referred to the Board must be in writing, should be specific in terms of the action desired, and must be signed. The Board will not consider or act on complaints that have not been explored at the appropriate administrative level. A hearing shall be conducted in a manner which provides due process to all participants.

CROSS REF: Board Policy 871, Public Complaints about Instructional Materials

COMPLAINTS ABOUT CURRICULUM AND INSTRUCTIONAL MATERIALS

Any parent/guardian or employee of the School District may formally request reconsideration of the curriculum and instructional materials used in the District's educational program. The Superintendent of Schools shall establish a process, defined by Board Administrative Regulations, in which complaints regarding curriculum and instructional materials may be considered and resolved.

The Oconomowoc Area School District shall not discriminate in the selection and evaluation of instructional and library materials on the basis of sex; race; color; national origin; ancestry; creed; religion; pregnancy; marital or parental status; sexual orientation; physical, mental, emotional or learning disability; or handicap. Discrimination complaints shall be processed in accordance with established procedures as defined in Board Administrative Regulations.

LEGAL REF: Wisconsin Statutes, Sections 118.13 and 121.02(1)(h)

Wisconsin Administrative Code, PI 8.01(2)(h)

Exhibit 361.1-E(1)

Instructional Materials Selection

Reconsideration of Textbooks and Other Classroom Instructional Materials or Resources

Challenges regarding specific textbooks or other instructional materials or resources used in the classroom will be reviewed upon written request. Such requests will be referred to appropriate site administrator (s) in the building where the complaint is directed. Assigned site administrator(s) will review the item or resource in question and present a recommendation to the Director of Curriculum and Instruction. The Director of Curriculum and Instruction will make an initial determination of the challenge and will inform the person who challenged the material of the determination.

Should the complainant be dissatisfied with the Director of Instruction's initial determination, the complaint will go to a Materials Review Committee, consisting of at least three licensed staff members selected by the Director of Curriculum and Instruction.

- This committee will review the complaint and make a final recommendation with the Director of Curriculum and Instruction. The decision will be communicated to the complainant following the committee's review.
- The meetings of the Materials Review Committee will be conducted in compliance with applicable requirements of the Open Meetings Law, including ensuring appropriate public notice of the committee's meetings.

Should the complainant be dissatisfied with the administrative decision following the review conducted by the Materials Review Committee, the complaint will be referred to the District Administrator. District Administrator review and decision shall be final.

Unless and until the District representative who is charged under these procedures with reviewing and responding to challenges to textbooks or other instructional materials or resources used in the classroom determines that a challenge to an item or resource will be upheld in whole or in part, the material or resource in question generally will not be discontinued from being used in the classroom. However, the person challenging the use of the textbook or other instructional material or resource in the classroom may request the District to provide alternative instructional materials or resources for their child to use in the classroom in lieu of the challenged material. Such requests may be approved at the discretion of the site administrator(s) in consultation with the classroom teacher.

Duplicative or otherwise redundant requests to reconsider the same resource or to reconsider a different resource with substantially similar content for substantially similar reasons may be restricted.

In the event that the District concludes that a reconsideration request is redundant to a previous request in which a relevant resource was thoroughly reviewed and evaluated, the District will inform the complainant that the District is choosing to rely on the previous evaluation and that the complainant may immediately seek a final review of the decision by the District Administrator.