Parent/Guardian and Student Complaint Procedures

Philosophy

At Abbotsford Middle School, our mission statement is as follows:

- We are a supportive, caring, and inclusive school community.
- We model open communication that fosters curiosity and creativity; equipping students with skills for life-long learning.
- Learning is purposeful, engaging, collaborative, active, authentic, and reflective.
- Learning involves active participation, inquiry, and positive risk taking.
- Students are encouraged to be open minded, thoughtful, and principled global citizens

Staff regularly collaborate in order to reach consensus about school and IB policies and procedures. This includes the professional implementation of the MYP programme. We standardize our teaching and assessment practices so that all staff assess fairly and equally, in line with IB external standardization.

If at any point you (as a parent/guardian/student) have a question about how the IB MYP programme is implemented, please begin by asking the teacher for more information. These conversations are valuable and allow parents and teachers to hear each other's concerns. If necessary, continue by using the procedure below. We want you to feel comfortable approaching us to resolve concerns in a fair, open, and responsive way. Upon hearing suggestions, we also wish to improve our school practices.

What can a complaint be based upon?

- Disagreement about earned Level of Achievement on a task.
- A student feels that they require more rigorous and challenging work.
- Other matters involving the IB implementation.

Procedure

First, we ask that you have an informal conversation with the person(s) directly involved to seek further information. We recommend a phone call or email asking for clarification about the situation. You can find a staff directory on our website @ School Staff | Abbotsford Middle. These two-way conversations can be a great opportunity for all stakeholders to share their viewpoints about the action in question. It is a chance to outline the details of your complaint and how you would like it to be resolved.

Second, if you feel that your concern was not able to be solved at the first level, you can then request to talk with the principal or vice principal. Their contact information is also available on our website School Staff | Abbotsford Middle

Third, if you feel that your concern was not able to be solved at the first or second level, you can then request to talk with the assistant superintendent, Lisa Burdeyny @ Lisa Burdeyny | Abbotsford School District.

Fourth, if you feel that our concern was not able to be solved at the first/second/third level, you can then request to talk with the Board of Education @ Board of Education | Abbotsford School District