

CVHS IB Program complaints procedure

Of course we hope that you are happy with the IB services you receive, but in the event that you have a question or complaint, please contact dlkubba@capousd.org

Principles of the procedure: (from IBO Complaints Procedures)

To ensure the complaints process is effective, the following principles are applied throughout the complaints process and provide a framework for communication between stakeholders and IB staff.

- Fairness – we aim to have a fair complaints procedure that ensures everyone is treated equally.
- Courtesy – all communication in relation to this procedure should be based on mutual respect, trust and courtesy.
- Accessibility – we aim to have a complaints procedure that is easy to understand, easy to access and well publicized.
- Timeliness – we aim to ensure that all complaints are dealt with in a timely manner.
- Effectiveness – the complaints procedure is monitored and reviewed to ensure it continues to be effective.
- Attentiveness – you will be given every opportunity to put forward your complaint, and you can be assured that we are listening. We will update you on the process and status of your complaint as appropriate.

Scope of the procedure

Anyone who has directly accessed the CVHS IB program services, and has concerns about those services, can make a complaint to the CVHS IB coordinator.

To maximize the chances of a quick resolution, we ask that you submit your complaint within a period of 1 month following the incident.

CVHS is committed to handle it sensitively and efficiently in line with the principles of our procedure as listed above.

Although most complaints regarding the IB program should go through the IB coordinator and fall within the purview of our school, there is a process for complaints to the IB itself. This process can be found at: <https://www.ibo.org/contentassets/fab8ccef45b743c0a68de6f9ea989385/ib-complaints-procedure-nov-2018-en.pdf>

If it has not been possible to resolve your issue informally or you wish to submit a formal complaint, please submit your complaint in writing to these email addresses dlkubba@capousd.org or cnmigge@capousd.org. Please provide as much information as possible about the nature of your complaint and the departments or services involved. Specifically, you must supply us with the following:

- Your name, a contact address and telephone number or email address to allow us to contact you with regards to the complaint.

- The details of your complaint including any previous attempts to resolve the matter and copies of all relevant documentation (where available).

Then we will acknowledge receipt of your complaint within three business days. The coordinator and a member of the administration will oversee an investigation of the matter, and you may be contacted for further information if this is necessary. The coordinator or principal will aim to respond to you with his or her conclusions within fifteen business days of receipt of the complaint. Where more time is required you will be notified, with an estimate of the timeline for receiving a final response.

CVHS IB reserves the right to cease corresponding with a complainant if their correspondence is, in our reasonable opinion, frivolous, vexatious, abusive or if the matter has reached a conclusion within the framework of the formal complaint process.