

South Dade Senior High School

Parent Complaint Procedures

Purpose:

To ensure all parent concerns and complaints are addressed promptly, respectfully, and fairly, fostering open communication and maintaining a safe, supportive learning environment.

1. Filing a Complaint

Parents may initiate a complaint through one of the following options:

1. In-Person Meeting

- Parents may request an appointment with a **School Counselor, Assistant Principal (AP),** or the **Principal**.
- Walk-ins are welcome; however, immediate availability depends on the staff member's schedule.

2. Online Complaint Form

- A **Parent Complaint Form** is accessible via a QR code located in the **Main Office**.
- Parents must check in at the Main Office before accessing the form.
- Once submitted, the form is automatically sent to the **IB Coordinator, APC,** and **Principal**.

2. Review Process

Once a complaint is received—either in person or through the online form—the following steps occur:

• Acknowledgement of Receipt

- The receiving administrator or counselor confirms to the parent (via email or phone) that the concern has been received within **5 school days**.

• Assignment to Appropriate Personnel

- The issue is assigned to the most appropriate staff member (Counselor, AP, IB Coordinator, or Principal) based on the nature of the concern.
- If the complaint involves multiple areas (e.g., academic and behavioral concerns), multiple administrators may collaborate.

• Fact-Finding and Documentation

- Review of relevant records (grades, attendance, discipline history, communications, etc.).

Most recent review: August 13, 2025. In consensus with school representatives and IB Teachers and Administrators

- Gathering statements from involved parties (teacher, student, other students, staff members).
- Reviewing any applicable policies or regulations.
- All findings are documented in writing.

- **Internal Team Meeting**

- The IB Coordinator, APC, and/or Principal meet to review the collected information.
- The team determines possible solutions or next steps.
- If needed, legal or district-level guidance is sought.

- **Preparation for Parent Meeting**

- The reviewing team prepares a clear summary of findings.
- Potential resolutions, supports, or interventions are identified for discussion with the parent.

3. Scheduling a Parent Meeting

- The parent is contacted to arrange a meeting with relevant staff members.
- Meetings are scheduled at the earliest mutually convenient time, prioritizing timely resolution.

4. Resolution and Follow-Up

- The meeting's goal is to reach a **student-focused resolution** that addresses the concern effectively.
- Action steps and responsibilities are documented in writing.
- Follow-up communication (phone call or email) is provided to confirm progress and satisfaction.
- Additional meetings are scheduled if required.

5. Confidentiality and Respect

- All matters are handled confidentially, with information shared only with those directly involved in resolving the concern.
- Professional, respectful communication is expected from all parties to maintain a productive problem-solving environment.

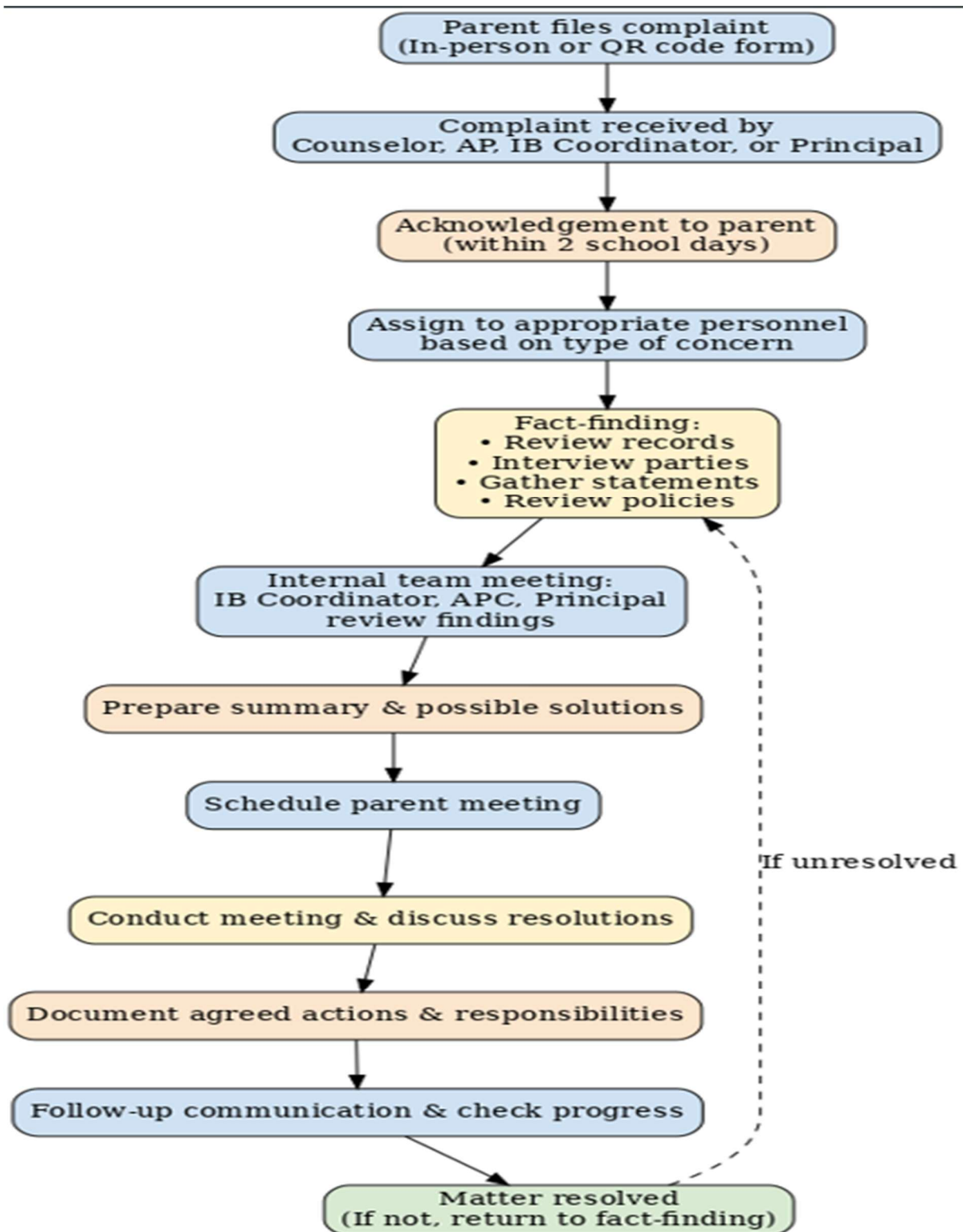
6. Final IB exam scores issued in July after the IB Examination session:

If parents or students have complaints about their final IB mark the following process will occur:

- Student or parent contacts the IB Coordinator to outline their complaint.

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- IB Coordinator will provide information and advice about the IB Enquiry upon Results (EUR) process,
- If the student or parent wishes to request a Category 1 remark, they will follow this procedure:
 - Student and/or parent contact the IB Coordinator with the complaint at kpapili@dadeschools.net or the APC at vlugo@dadeschools.net
 - IB Coordinator will provide information about the IB Enquiry upon Results.
 - Student and / or parent will both IB Coordinator and APC with the following statement verbatim:
 - ***I, _____ (student name) am requesting a Category 1 remark (ENQUIRY UPON RESULTS-EUR) for _____ (subject) in the May 20__ examination session. I acknowledge that as a result of the EUR, my score may be lowered or raised or stay the same.***
 - The cost of the re-score is \$123. Donate this amount to South Dade SHS as a cashier check. It can take up to 18 days for a result after the request is submitted.
 - Once we receive the email and the check, the IB Coordinator will request the re-mark on your behalf.
 - Deadline is SEPTEMBER 12.
 - Results will be communicated via email to the parent/student.
 - A re-mark cannot be requested for individual components.



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IB STUDENTS & PARENTS ONLY
Parent Complaint Poster

<https://forms.office.com/r/U0kParVbKE>

