

## Parent and Legal Guardian Complaint Procedures

### Philosophy

Davidson High School hopes to maintain an open mind and line of communication when receiving feedback from parents and students. Any complaints/concerns or questions from parents, guardians, or students as it relates to academic honesty, instructional resources, teaching methods, disciplinary action, or other decisions related to policies shall be processed in accordance with the following procedure:

- Contact the classroom teacher via email when the concern involves a student's academic work, instructional materials, and/or classroom environment. The email should describe the situation that led to the concern/complaint, identify the impact, and suggest a solution to the situation. The teacher will respond to the concern and resolve the issue promptly.
- Contact grade level counselors (or the IB Coordinator for all IB students) when concerns are of a personal nature. The counselor/coordinator will strive to respond to the concern as quickly as possible.
- Contact the grade level counselor (or the IB Coordinator for all IB students) when questions or concerns are related to the IB program and/or a student's overall performance and progress. The coordinator/counselor will strive to respond to the concern as quickly as possible.
- Contact our academic assistant principal when concerns cannot be resolved with the teacher or coordinator/counselor. The assistant principal will strive to respond to the concern as quickly as possible.

*This policy was developed with guidance from the Canadian International School of Beijing and Bartow High School.*