



## **Ridgeway Middle International Baccalaureate World Optional School 2023-24**

### **Parent/Legal Guardian and Student Complaint Procedures**

#### ***International Baccalaureate 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.

#### ***Ridgeway Middle International Baccalaureate Mission Statement***

Our mission at Ridgeway Middle School is to maximize the learning experience of every child by nurturing, guiding, and challenging students to reach their fullest potential, as we build leaders, create heroes and ensure our future as our students become life-long learners and productive participants in an increasingly diverse global community.

#### ***Concerns and Complaints Philosophy of Memphis Shelby County Schools***

It is the intent of the district to foster open communications with the community. The district welcomes constructive criticism of the schools whenever it is motivated by a sincere desire to improve the quality of the educational program or to equip the schools to do their tasks more effectively is welcomed by the District. Public complaints made pursuant to this policy may involve personnel or district operations. Such complaints shall be processed in accordance with this policy's accompanying regulation. Public complaints concerning unlawful discrimination, instructional resources or teaching methods shall be processed according to applicable administrative policy, as listed in this policy's cross references.

#### ***Student, Parent/Guardian, and General Public Concerns and Complaint Procedures***

For families or community members expressing a concern or complaint, the following process shall be followed: In adherence to the Memphis Shelby County Schools, suggestions or complaints are best

handled and resolved as close to their origin as possible. Therefore, according to the Memphis Shelby County Schools policy. Public Concerns and Complaints Procedure, the proper channeling of complaints will be as follows:

***Point of origin (e.g., teacher, coordinator, administrator)***

A complaint shall first be discussed at the point of origin (e.g., teacher, coordinator, administrator) with the purpose of resolving the matter informally. The complainant shall describe the concern, identify the impact, and identify a suggested remedy. Within five working days after such discussion, the staff member hearing the complaint shall provide the complainant with an oral decision.

***Principal or district coordinator***

If the complainant wishes to further pursue the matter because it has not been resolved to his/her satisfaction at Level 1, then the complainant has five working days within notification of the oral decision to submit a written complaint that describes the concern, identifies the impact, and suggests a remedy. The complainant shall deliver the written complaint to the principal or designee, or district department supervisor or designee. The principal or designee, or district department supervisor or designee, will meet with the complainant to discuss the concerns. The meeting may include the staff member who was involved at Level 1. Within ten working days after receiving the written Level 2 complaint, the principal or designee, or district department supervisor or designee, shall communicate his/her written decision to the complainant.

***Principal's supervisor or district department leader's supervisor***

If the complainant is not satisfied with the disposition of his/her complaint at Level 2, he/she may file within five working days of the Level 2 decision a written appeal to the next appropriate administrative level(s). The written appeal shall describe the concern, identify the impact, and suggest a remedy. The administrator who is reviewing the appeal at Level 3 will meet with the complainant to discuss the concerns within five working days of receiving the written complaint unless the parties otherwise agree. The meeting may include the staff member who provided the written decision at Level 2. The written complaint shall include the Level 2 decision as an attachment. Within ten working days of the meeting, the administrator shall communicate his/her written decision to the complainant.

***Superintendent or designee***

If the complainant is not satisfied with the disposition of his/her complaint at Level 3, he/she may file a written appeal to the superintendent within five working days. The written appeal shall describe the concern, identify the impact and suggest a remedy. The written appeal shall include the Level 2 and Level 3 decisions. At Level 4, such appeals shall be heard by the superintendent or his/her designee within ten working days of receipt of the appeal. The meeting shall be limited to those grounds specified in the written complaint signed by the complainant.

Within fifteen working days of the meeting, the superintendent, or his/her designee, shall communicate his/her decision in writing to the complainant after hearing the appeal. The decision of the superintendent or his/her designee shall be final.

The administrative procedure accompanying this policy will be referenced in all student handbooks and will be posted on the district website. For a more detailed description, please visit the Memphis Shelby County Schools Policy Document.

### ***Concerns and Complaints Review***

To ensure that best practices are shared, updated, understood, and implemented by the MSCS community, the Concerns and Complaints Policy will be publicly available to the community and reviewed and revised on a regular, ongoing basis with input and consensus from stakeholders.

***Memphis-Shelby County School does not discriminate in its programs or employment on the basis of race, color, religion, national origin, handicap/disability, sex, or age. Last revision made July 2023***

