



IB Diploma Program:

Philosophy: "I think, therefore IB!"

Those who are successful in our Coral Reef International Baccalaureate Program will gain admission to selective universities throughout the world, with some universities offering advanced standing or course credit to students with strong IB examination results.

Beyond intellectual rigor and high academic standards, strong emphasis is placed on the ideals of international understanding and responsible citizenship, to the end that IB students may become critical and compassionate participants in local and world affairs.

Internal Complaints and Appeals Procedure

Purpose

This procedure outlines the steps for addressing complaints and appeals regarding International Baccalaureate (IB) decisions made by the school. It ensures a transparent, fair, and timely resolution process while maintaining compliance with IB standards and school district policies.

Scope

This policy applies to:

- Complaints related to IB program decisions or actions.
 - Appeals regarding specific decisions made by the school concerning IB coursework, assessments, or program policies.
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Procedure for Filing Complaints and Appeals

Level 1: Notify IB Coordinator

- 1. Submission of Complaint or Appeal:**
 - Students or parents must submit a written complaint or appeal to the IB Coordinator within **5 school days** of the decision or incident.
 - The submission must include:
 - A clear description of the issue or decision being challenged.
 - Supporting evidence or documentation.
 - The desired resolution or outcome.
 - 2. Coordinator Review:**
 - The IB Coordinator will review the submission, consult with relevant staff if necessary, and provide a written response within **5 school days**.
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Level 2: Appeal to AP Over IB Program

- 1.** If the response from the IB Coordinator is unsatisfactory, the complainant may escalate the issue to the Assistant Principal (AP) overseeing the IB program.
- 2. Submission Deadline:**

- The appeal must be submitted in writing within **5 school days** of receiving the IB Coordinator's response.
3. **Review and Response:**
 - The AP will investigate the matter, review the IB Coordinator's response, and provide a written decision within **5 school days**.
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Level 3: Escalation to Head of School

1. If the complainant is dissatisfied with the decision of the AP, they may escalate the issue to the Head of School.
 2. **Submission Requirements:**
 - A written appeal must be submitted within **5 school days** of receiving the AP's decision.
 3. **Review Process:**
 - The Head of School will conduct an independent review of all relevant documentation and may hold a meeting with involved parties.
 - A written decision will be provided within **10 school days**.
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Level 4: Regional Office Review

1. For unresolved cases, the complainant may escalate the issue to the **Regional Office** overseeing the school.
2. **Process:**
 - A formal written appeal must be submitted to the Regional Office within **10 school days** of receiving the Head of School's decision.
3. **Review Timeline:**

- The Regional Office will acknowledge receipt of the appeal within **5 school days** and provide a final determination within **15 school days**.
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Level 5: District Division of Advanced Academics

1. If the matter remains unresolved at the Regional Office level, the final appeal may be directed to the **District Division of Advanced Academics**.
 2. **Submission and Review:**
 - The complainant must submit a detailed written appeal within **10 school days** of the Regional Office's decision.
 - The District Division will review all documentation and provide a final resolution within **20 school days**.
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General Guidelines

- **Confidentiality:** All complaints and appeals will be handled with strict confidentiality to protect the privacy of all parties.
 - **Record Keeping:** Documentation related to complaints and appeals will be maintained for a minimum of **3 years**.
 - **Non-Retaliation:** No student, parent, or staff member shall face retaliation for filing a complaint or appeal.
 - **Compliance:** All decisions made must align with IB policies and school district regulations.
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Contact Information for Escalation

- **IB Coordinator:** [Kelli Wise, kelliwise@dadeschools.net, 305-232-2044 Ext. 2127]
 - **Assistant Principal Over IB Program:** [Genessee Watkins, gwatkins@dadeschools.net, 305-232-2044 Ext. 2105]
 - **Head of School:** [Nicole Berge-Macinnnes, Nbergemacinnnes@dadeschools.net, 305-232-2044 Ext. 2200]
 - **Regional Office:** [Insert Office Name, Email, and Contact Number]
 - **District Division of Advanced Academics:** [Tamelia James, Tameliajames@dadeschools.net, 305-995-1934]
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This policy ensures a structured and transparent process for addressing complaints and appeals while respecting the rights of all involved parties.

Is this policy updated?

This Student and Parent Complaint Procedure is reviewed annually by the school's leadership team to verify compliance with MDCPS and IB guidelines. This current document was reviewed in August 2025 and will be shared on the school's website: www.coralreefhighschool.net