

Wilton Manors Elementary IB World School Parent/Legal Guardians Complaints Procedure

Philosophy

Wilton Manors Elementary IB World School believes in forming a strong relationship between all stakeholders, especially parents/guardians, students, teachers, and administration. We aim to foster a collaborative and respectful school community where open communication and problem-solving are valued. At Wilton Manors Elementary IB World School, we believe in addressing concerns promptly and fairly. This procedure is built with the goal of resolving issues in a way that aligns with the IB and Broward County Public Schools and allows parents/guardians to feel heard.

Definitions

- A concern is an issue or matter that causes worry and may need attention or resolution.
- A complaint is a situation or grievance that is unsatisfactory and requires a response or resolution.
- An appeal is a formal request for a decision to be reviewed and reconsidered.

Procedure to Address Concerns

Parents/guardians are encouraged to address any concerns by first communicating directly with their child's teacher. Doing so fosters open dialogue and allows both parties to share their perspective and work collaboratively towards a solution. Communication may be through email, phone calls, or conferences. This initial step helps build trust and create a positive partnership that supports the child's educational experience.

Procedure for Formal Complaints and Appeals

If a concern is not resolved, or a parent/guardian does not feel the result was fair, it is suggested that a conference is held with the teacher and administration (assistant principal or principal). This step ensures that the concern or complaint receives additional attention and can be examined from a broader perspective. If parents/guardians are still dissatisfied, the Office of Service Quality (OSQ) offers guidance on how to prevent and repair relationships with teachers and staff. OSQ works with schools and involved stakeholders to resolve complaints. For assistance, call 754-321-3636.

References and Resources

Broward County Public Schools, *Parent's Guide (2019-2020)*

Deerfield Beach Middle School, *Complaints Procedure on Academic/IB MYP Program Decisions (2023)*