



## **BRIARGROVE ELEMENTARY**

WHERE INTEGRITY AND INQUIRY LIGHT THE WAY

### **Briargrove Elementary School Parent, Legal Guardian, and Student Complaint Procedure**

Any Briargrove Elementary School stakeholder may bring forth concerns or complaints. However, it is expected this procedure will primarily be used by families and students. The term 'parent/guardian/student' used throughout this document references any individual bringing forth a concern or complaint about the Primary Years Program at the school. This document outlines the procedure specifically addressing concerns or complaints about the IB PYP curriculum framework and/or implementation at the school. This procedure does not replace or supersede any policy or procedure developed by the Houston Independent School system. For complaints outside the scope of this policy (e.g., student discipline, discrimination, admissions decisions, attendance, district assessment procedures, district grading and reporting procedures, exceptional education services, etc.) make direct contact with the principal.

#### **Definitions:**

- A **concern** is defined as a question or statement of worry or doubt over an issue for which reassurance is sought.
- A **formal complaint** is defined as a written statement of dissatisfaction about actions taken or a lack of action by the school.

#### **Notification Protocol for Concerns**

It is recommended that individuals with concerns promptly engage in discussions with the relevant parties involved.

- Should the concern pertain to IB PYP classroom content, encompassing topics of study, student inquiries, assignments, etc., it is advised to initially address the matter with the homeroom or specialized subject teacher.
- Conversely, concerns regarding the overall implementation of the IB PYP framework within the school setting may be brought forth for discussion with either the PYP coordinator or the principal.

Parents, guardians, or students retain the right to raise informal concerns directly with a teacher, the PYP coordinator, and/or the principal. These concerns may be articulated orally or in written form. During this juncture, stakeholders may seek explanation, clarification of circumstances, or deliberation on the necessity of initiating a formal complaint. The primary objective at this stage is to facilitate stakeholder comprehension of the IB PYP framework's principles and to resolve concerns through transparent and respectful dialogue.



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**Parents and students of the Briargrove Elementary School Community have the right to register Formal Complaints regarding IB programme-related decisions taken by the school.**

**The steps are as follows:**

- 1) Complete the IB PYP formal complaint form, providing comprehensive details regarding the issue at hand and any attempts made to address it informally.
- 2) Email this form to the IB PYP Coordinator, Quinetta Sampy at [Quinetta.Sampy@houstonisd.org](mailto:Quinetta.Sampy@houstonisd.org). Receipt of your form will be made within 10 days.
- 3) Upon receipt, the IB Coordinator (or their designate) will thoroughly review and discuss the formal complaint with pertinent parties. The coordinator will offer insights into relevant PYP requirements and guidelines, while involved teachers will be invited to present their perspectives. Additionally, the parent/guardian/student may be contacted for further explanation on the matter.
- 4) Subsequent to the formal complaint review, the principal (or their designate) will communicate the findings and any actions to be taken, if deemed necessary, in writing within 72 hours. This communication will be conveyed via email or provided as a hard copy to the parent/guardian/student. The complaint form will be filed in the office for future reference.

**Student Name: (First & Last)** \_\_\_\_\_ **Grade:** \_\_\_\_

**Date:** \_\_\_\_\_

**Parent/Guardian Name:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**Reason(s) for complaint:**

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*For effective and timely resolution, concerns and complaints should be raised within two weeks of the issue in question. Staff members have 48 business hours to acknowledge receipt of an informal concern or formal complaint. If you need further assistance, contact the HISD Postsecondary Programming at [Postsecondary@houstonisd.org](mailto:Postsecondary@houstonisd.org).*