

# Chandler High School IB Program

## Complaint Procedures

- Chandler High School IB is committed to providing an excellent quality of service. We value your views and feedback we receive and aim to make continuous improvements to this mission.
- Email contact for any questions or complaints: [hartrick.jacque@cusd80.com](mailto:hartrick.jacque@cusd80.com)
- If you have any queries, please contact Jacque Hartrick so that we can answer any queries before they become complaints.

### Principles of the Procedure

To ensure complaints are handled in an expeditious manner, the following principles are applied throughout the complaints process and provide a framework for communication between stakeholders and IB staff.

*Fairness* – We aim to have a fair complaints procedure that ensures everyone is treated equally.

*Courtesy* – All communication in relation to this procedure should be based on mutual respect, trust and courtesy.

*Accessibility* – We aim to have a complaints procedure that is easy to understand, easy to access and well publicized.

*Timeliness* – We aim to ensure that all complaints are dealt with in a timely manner.

*Effectiveness* – The complaints procedure is monitored and reviewed to ensure it continues to be effective.

*Attentiveness* – You will be given every opportunity to put forward your complaint, and you can be assured that we are listening. We will update you on the process and status of your complaint as appropriate.

### Scope of the Procedure

Anyone who has directly accessed the Chandler High School's IB services, and has concerns about those services, can make a complaint to the Chandler High IB which, in most cases, will result in a formal response.

We ask that you submit your complaint within a period of 3 months following the incident. Most complaints regarding the IB program at Chandler High School go through the school's IB coordinator. Please email [hartrick.jacque@cusd80.com](mailto:hartrick.jacque@cusd80.com) to request a complaint form. Thank you.

Please note: Chandler High School IB reserves the right to cease corresponding with a complainant if their correspondence is, in our reasonable opinion, frivolous, vexatious, abusive or if the matter has reached a conclusion within the framework of the formal complaint process.

***However, if you have a complaint for the IB organization, please follow these instructions:***

### **Initial submission of a formal complaint**

Complaints should be submitted in writing to the email address [complaints@ibo.org3](mailto:complaints@ibo.org3) .

Please provide as much information as possible about the nature of your complaint and the departments or services involved. Specifically, you must supply us with the following:

- Your name, a contact address and telephone number or email address to allow the IB to contact you with regards to the complaint.
- If you are an IB student (or legal guardian of an IB student), the name and code of the IB World School which you attend or have attended.
- If you are an IB Educator, your personal code, and your role(s).
- The service and/or department your complaint relates to.
- The details of your complaint including any previous attempts to resolve the matter and copies of all relevant documentation (where available).

The Customer Service team will acknowledge receipt of your complaint within three business days and will forward your complaint to the appropriate head of department, director, or chief officer. The head of department, director or chief officer will oversee an investigation of the matter, and you may be contacted for further information if this is necessary. The head, director or chief officer will aim to respond to you with his or her conclusions within fifteen business days of receipt of the complaint from the Customer Service team. Where more time is required, you will be notified, with an estimate of the timeline for receiving a final response.

The IB reserves the right to cease corresponding with a complainant if their correspondence is, in our reasonable opinion, frivolous, vexatious, abusive or if the matter has reached a conclusion within the framework of the formal complaint process.