

At Lincoln High School, we are committed to providing a supportive and transparent learning environment for all students and parents regarding the International Baccalaureate (IB) program, including both the Middle Years Program (MYP) in 9th and 10th grades and the Diploma Program (DP) in 11th and 12th grades.

We understand that concerns or grievances may arise regarding curriculum, assessment marks, or other aspects of the IB program. This guidance aims to provide a fair and transparent process for students and parents within our community to voice such grievances. It is our sincere belief that the majority of concerns can be and are best resolved at the school level through open communication, respect, and collaboration. To this end, this guidance outlines the steps to follow should concerns or disagreements arise.

Step 1: Informal Resolution

- A. In most cases, it is recommended to begin by addressing the concern informally. Talk to the relevant teacher, subject coordinator, or the IB Coordinator to discuss the issue and seek clarification.
- B. Schedule a meeting with the concerned staff member(s) to express your concerns and seek a resolution. It is important to maintain a respectful and constructive dialogue during these discussions.
- C. Keep a record of all meetings, conversations, and relevant documentation related to the concern. This will help provide a clear overview of the issue and any steps taken to address it.

Step 2: Formal Written Complaint (if unresolved)

- A. If the issue remains unresolved after attempting an informal resolution, a formal written complaint may be submitted to the school administration.
- B. Compose a clear and concise written complaint outlining the nature of the concern, the steps taken so far, and the desired outcome.
- C. Submit the written complaint to the IB Coordinator (MYP or DP depending). Ensure that a copy is also sent to the principal for their reference.
- D. The relevant IB Coordinator will review the complaint and initiate a review process as appropriate.
- E. The school will provide a written response to the complaint within a reasonable timeframe, acknowledging the concern and outlining the proposed course of action to address it.

Step 3: Review by School Administration (if unresolved)

- A. If the issue remains unresolved after following the previous steps, the complaint may be escalated to the principal or the school's leadership team.
- B. The principal or the leadership team will review the complaint and any previous documentation or actions taken.
- C. They will provide a written response within a reasonable timeframe, addressing the concerns raised and any proposed solutions or further steps.

Step 4: Media on or Meeting (if necessary)

- A. In some cases, a media on or meeting involving the concerned parties may be arranged to facilitate dialogue, understanding, and resolution of the grievance.
- B. The school administration, along with relevant staff members and parents, will participate in the media on or meeting.
- C. A neutral third party, such as a guidance counselor or an administrator from another department, may be present to facilitate the discussion and ensure fairness.

Step 5: Escalation to the International Baccalaureate Organization (IBO)

- A. If the grievance remains unresolved at the school level, and after following all internal processes, it may be appropriate to escalate the matter to the IBO.
- B. Prepare a formal written complaint outlining the concern, the steps taken within the school, and the desired outcome.
- C. Submit the complaint to the [IBO as per their established procedures](#), following their guidelines for raising concerns.

This guidance is reviewed annually. The last review was 10/20/24.