



*Andre M. Dukes  
Principal*

# *Southside High School*

*An International Baccalaureate High School*

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## **Overview**

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The faculty and staff at Southside High School strive to be proactive and promote a friendly and open atmosphere. We value and actively solicit input from all our stakeholders including parents, students and community members. If you have questions, concerns or complaints, we want to address them as quickly as possible at the lowest level of authority. Issues may be discussed via phone call, email or scheduled conferences.

## **IB Rules**

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### *Article 6*

Internal complaints procedure: The school must have in place written procedures for how it will deal with complaints and students' requests for appeals against IB programme decisions taken by the school, ensure that details of these procedures are made widely available and accessible to all students and operate in accordance with such procedures. The school must inform parents or legal guardians about the school's procedures for addressing complaints and students' request for appeals of IB programme decisions taken by the school.

## **General Guidelines**

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Depending the nature of the issue, the procedure below is followed:

- All issues should be initially reported to either the classroom teacher or the IB coordinator.
- If the issue is not addressed to your satisfaction, the issue should be brought to your student's grade level administrator. If the issue is still not addressed to your satisfaction, the issue should then be brought to the attention of the principal.
- While most issues can be addressed directly at the school level there may be times when the issue needs to be addressed directly by the IB. The link below outlines the procedures for filing a complaint directly with the IB.
  - <https://www.ibo.org/contentassets/fab8ccef45b743c0a68de6f9ea989385/ib-complaints-procedure-nov-2018-en.pdf>