



International Baccalaureate Student and Parent Complaint Procedure

Ross Sheppard School Philosophy

Ross Sheppard High School is a proud community of **inquiring learners** that **embraces challenges and celebrates successes in academics, athletics, fine arts, and service**. WE ARE SHEP represents the pride, tradition, and excellence that is exhibited in our halls on a daily basis. We provide a **caring, safe and inclusive environment** that focuses on **engaged teaching and lifelong learning**. Ross Sheppard High School believes that all students can thrive and be successful in an environment that is **kind, respectful, and safe**. Our key strategies to achieve our success are held within the terms of **RelationShep, ScholarShep, MentorShep, LeaderShep and PartnerShep**. A long-standing tradition that represents our **reflective** practice is **"If better is possible; then good is not enough" as a means to foster growth and success for all**.

IB Mission

The International Baccalaureate aims to **develop inquiring, knowledgeable and caring young people** who help to create a better and more peaceful world through **intercultural understanding and respect**.

To this end the organization works with schools, governments and international organizations to develop challenging programmes of international education and **rigorous** assessment.

These programmes **encourage students across the world to become active, compassionate and lifelong learners who understand that other people, with their differences, can also be right**.

Programming and Scheduling:

If parents or students have complaints about the IB programme and how courses are scheduled, the following process will occur:

- Parents contact the school principal, assistant principal or IB coordinator by phone call, email, or pre-arranged appointment.
- Complaints about programming will be taken under consideration and may be brought forward to the Leadership team for discussion.
- Complaints about student schedules and programming will ultimately be addressed by the Assistant Principal in charge of IB and scheduling in consultation with the Principal and IB Coordinator.

Assessment Results:

In school assessments:

If parents or students have complaints about assessments for their Alberta course, the following process will occur:

- Parents or students contact the classroom teacher in person, by phone or by email to discuss the issue.
- If the matter is not resolved, the assistant principal and/or IB coordinator will discuss the issue with the parent and/or student.
- If the matter is still not resolved, the principal will make the ultimate decision on the matter.
- If the parent or student is not satisfied with the decision, they may choose to contact the superintendent of schools by phone or email to carry the complaint further.
- Final decisions will be made by the office of the Superintendent of Edmonton Public Schools.

Final IB exam scores: following the issue of final IB marks in July after IB examinations

If parents or students have complaints about their final IB mark the following process will occur:

- Student or parent contacts the IB coordinator to outline their complaint.
- IB coordinator will provide information and advice about the IB Enquiry upon Results (EUR) process .
- If the student or parent wishes to request a Category 1 remark, they will follow this procedure
 - Send an email to Ms. J. Gross, IB DP Coordinator (jennifer.gross@epsb.ca) and Mr. D. Case, Assistant Principal (david.case@epsb.ca) with the following information:

I, _____ (your name), am requesting a Category 1 remark (Enquiry Upon Results) for _____ (I subject) in the May 20__ examination session.

- Submit a cheque for \$155 to Ross Sheppard High School and payable to Ross Sheppard High School.
- Upon receipt of the email and the cheque, the IB Coordinator will request a category 1 remark on your behalf.
- **Deadline for requests is September 12**
- Results of the remark will be communicated to the IB coordinator who will, in turn, send the results to the student by email.
- A student or parent may request a category 1 report after they receive the results of the category 1 remark using the following procedure:

- Send an email to Ms. J. Gross, IB DP Coordinator (jennifer.gross@epsb.a) and Mr. D. Case, Assistant Principal (david.case@epsb.ca) with the following information:

I, _____ (your name), am requesting a Category 1 report (Enquiry Upon Results) for _____ (I subject) in the May 2021 examination session.

A written justification that describes in what specific way(s) the marking is contested

- Submit a cheque for \$263 to Ross Sheppard High School and payable to Ross Sheppard High School.
- Upon receipt of the email and the cheque, the IB Coordinator will request a category 1 report on your behalf.
- The report will be sent to the IB coordinator who will, in turn, send the report to the student by email.

IB Enquiry upon Result (EUR): for work assessed by IB examiners (written examinations, essays, videos, etc) **deadline mid-September**

Category 1 re-mark: re-mark of all externally assessed material for an individual candidate in a specific subject. A re-mark cannot be requested for individual components. *A candidate's grade may be lowered or raised.*

Cost: \$123USD = \$155CAN

Category 1 report: a report on a category 1 re-mark for an individual candidate provides information on how marks were awarded in a category 1 re-mark. This must be requested within one month of receiving the result of the category 1 re-mark.

Requests for a report on a re-mark must be supported with a justification that describes

in what specific way(s) the marking is contested. The candidate's marked assessment material must be used as the basis for this justification; general comments are insufficient. Comments must be related specifically to the appropriate mark scheme/assessment criteria. A report will not be implemented without this information.
\$211USD = \$263CAN

Other complaints:

- Parents or students contact the school principal, assistant principal and/or IB coordinator to discuss the issue.
- If a resolution cannot be agreed upon, the principal's decision on the matter will be final.
- The parent may choose to contact the superintendent of schools by phone or email if they are not satisfied with the outcome.