Internal Complaints Procedures

Complaints against School Level Decisions

When a decision is made at the school level regarding the IB Diploma Program of Sumter High School and a student, parent, or legal guardian desires to appeal the decision, the following procedures must be followed. The person making the complaint must submit to the DP Coordinator the complaint in writing within 10 business days of the date the decision was made. The Coordinator will inform the Head of School of the complaint. Within 5 business days, the Head of School or designee will address the complaint at a first hearing with the person(s) making the complaint. If the complaint is not resolved, a panel of not less than 2 representatives from the IB DP Program and not less than 2 representatives (teachers, administration, or staff) not directly involved with the IB DP Program and the Head of School (or designee) will hear the complaint within 10 business days and seek resolution. If the complaint is still not resolved, the Head of School and district administration will hear the complaint and seek resolution. The School Board of Trustees or their designee will have the final decision if all other appeals have been exhausted. The final decision will stand. Any decision made at any step in the process will be given in writing to the person(s) making the complaint and a copy will be retained for the school’s records.

Complaints against Marks (Scores) Awarded from the IBO – *Enquiry Upon Results Service*

A candidate’s assessment material may be re-marked, returned to the school (in electronic format or as a photocopy) and/or subject to re-moderation (for IA) as part of the enquiry upon results service. The student and the student’s legal guardian(s) are responsible for any fees associated with any enquiry submitted by the school on behalf of the student. The fee will be paid in advance of the enquiry being submitted. The categories and conditions of this service are subject to change and, therefore, are in accordance with the details given in the *Diploma Programme Assessment procedures* for the examination session concerned. All enquiries upon results must be submitted by the school on behalf of the candidate.

Re-marking a candidate’s assessment material may lead to a higher or a lower grade for the subject. Therefore, before submitting a request for an enquiry upon results service that may result in a change of grade, the parent or legal guardian must submit written consent to the Coordinator, ensuring that the candidate and/or the legal guardian(s) are aware that the grade may go up or down and the new mark will replace the old mark.