



# Herbert A. Ammons Middle School

## An International Baccalaureate Middle Years Programme World School



## Internal Complaints and Appeals Procedure for IB Programme Decisions

At Herbert A. Ammons Middle School, we are committed to maintaining a fair and transparent process for addressing complaints and appeals related to IB programme decisions. Our Internal Complaints and Appeals Procedure ensures that all students and stakeholders have clear guidance on how to raise concerns and seek resolution in alignment with IB policies.

### Procedures for Complaints and Appeals

#### 1. Purpose and Scope

- These procedures apply to all students enrolled in the IB MYP and their guardians.
- The process covers complaints and appeals related to IB programme decisions.

#### 2. Submission of Complaints

- Complaints must be submitted in writing using the school's official **Complaint and Appeal Form**. This form is available in the IB Coordinator's office, and the school website under the IB Programme section.
- Complaints should be detailed, include supporting evidence, and specify the desired resolution.
- Forms can be submitted via email or in person to the IB Coordinator.

#### 3. Acknowledgment and Timeline

- Upon receiving a complaint, the school will provide written acknowledgment within **48 hours**.
- Complaints will be reviewed within **10 working days**, and the complainant will be informed of the outcome or the next steps.

#### 4. Appeals Process

- If the resolution to a complaint is not satisfactory, students may file an appeal.
- Appeals must be submitted within **5 working days** of receiving the resolution decision.
- A panel comprising the IB Coordinator, an independent teacher, and a school administrator will review the appeal and provide a decision within **15 working days**.

## 5. Student Rights

- All students have the right to voice concerns without fear of retaliation.
- Support and guidance are available throughout the process from the IB Coordinator.

## 6. Accessibility of Procedures

- Copies of this procedure are provided to students and parents during the annual orientation session.
- The procedure is outlined in the Student Handbook and accessible online on the school's website under the IB section.
- For further assistance, the IB Coordinator is available to guide students through the process.

## Commitment to Fairness

Herbert A. Ammons Middle School ensures that all complaints and appeals are addressed promptly, equitably, and in alignment with the IB's principles. We value open communication and strive to resolve all concerns amicably while upholding the integrity of the IB programme.

For further inquiries, please contact:

**Mr. David Wilson**

IB MYP Coordinator

Email: [DavidWilson@dadeschools.net](mailto:DavidWilson@dadeschools.net)

Phone: 305-971-0158



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## OFFICIAL COMPLAINT AND APPEAL FORM

Herbert A. Ammons Middle School  
International Baccalaureate Middle Years (IBMYP) Programme

### Section 1: Complainant Information

Name of Student: \_\_\_\_\_

Grade Level: \_\_\_\_\_

Parent/Guardian Name (if applicable): \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

### Section 2: Complaint or Appeal Details

Date of Incident/Decision: \_\_\_\_\_

Type of Concern (check one):

Complaint

Appeal

Subject/Area of Concern: \_\_\_\_\_ (e.g., Portfolio, SAC Project, Community Service)

Summary of Concern:

(Provide a detailed explanation of your complaint or appeal. Attach additional pages if necessary.)

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Supporting Documents (list any documents attached):

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Desired Resolution/Outcome: (What would you consider a fair resolution to this issue?)

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### Section 3: Submission Details

Submitted By:

Student

Parent/Guardian

Other: \_\_\_\_\_

Date of Submission: \_\_\_\_\_

Signature: \_\_\_\_\_

(By signing, I confirm that the information provided is accurate and truthful to the best of my knowledge.)

### For School Use Only

Date Received: \_\_\_\_\_

Received By (Name/Title): \_\_\_\_\_

Case Reference Number: \_\_\_\_\_

Action Taken: (To be completed by the IB Coordinator or designated staff.)

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Resolution Date: \_\_\_\_\_

Final Decision:

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### Instructions for Submission:

1. Complete all sections of this form.
2. Attach any supporting documents to the form.
3. Submit the form to the IB Coordinator's Office or email it to davidwilson@dadeschools.net.
4. You will receive an acknowledgment within 48 hours of submission.