

Edison Internal complaints procedure for IB issues:

At Thomas Alva Edison High School, students and parents who believe that actions or inactions of the school officials are not in their best interests may present complaints to teachers, counselors, or school administrators who shall make themselves available or schedule appointments to hear these complaints.

For IB course and diploma programme complaints, students and parents should complete the following course of action:

Step 1: When issues arise, a typical response is for the counselor to be a liaison between the family and the school. The counselor reaches out to teachers, parents, coordinators, and administrators as needed. A plan is typically developed to address the issue and then checked in on at the timeline agreed upon. If the question is about results or other items specific to IB after graduation, alumni students and parents should request a meeting to present their complaint(s) to the IB Diploma Coordinator and other staff (as appropriate).

Step 2: If a student is not satisfied that a complaint previously presented to a member of the school staff has been resolved satisfactorily, the student or parent may request a meeting of the student, the parent, and the principal. The principal may require the parent to attend and shall, following the meeting, promptly inform the parent in writing of his or her decision on the complaint.

Step 3: The principal's decision on a complaint may be submitted for review by the student or parent to the regional assistant superintendent within two school days following receipt of the principal's decision. The written complaint shall precisely state the reasons for the dissatisfaction with the principal's decision and shall be limited to the matter under review. Upon receipt of a written complaint, the regional assistant superintendent shall promptly review the complaint and inform the student or parent in writing of the decision. The regional assistant superintendent may, at his or her discretion, include a meeting with the principal and the student or parent as part of the review of the complaint.

Every year, students are issued the Students Rights & Responsibilities Policy Handbook. Fairfax County Public Schools has a policy that addresses a countywide policy about the right to complain (regulation 2601.33P) which must be adhered to.

District Policy:

- **The Right to Complain 3** - Students who believe that actions or inactions of the school officials are not in their best interests may present complaints to teachers, counselors, or school administrators who shall make themselves available or schedule appointments to hear these complaints. If you have any questions or concerns about the right to complain, contact the Ombudsman's office at ombudsman@fcps.edu.
- **Step 1. Meeting with the Principal:** If a student is not satisfied that a complaint previously presented to a member of the school staff has been resolved satisfactorily, the student or parent may request a meeting of the student, the parent, and the principal. The principal may require the parent to attend and shall, following the meeting, promptly inform the parent in writing of his or her decision on the complaint. All staff shall report any observed or reported allegations of prohibited discrimination. The principal shall notify, the Title IX coordinator of complaints alleging prohibited discrimination.
- **Step 2. Complaint to the Regional Assistant Superintendent:** The principal's decision on a complaint may be submitted for review by the student or parent to the regional assistant superintendent within two school days following receipt of the principal's decision. The written complaint shall precisely state the reasons for the dissatisfaction with the principal's decision and shall be limited to the matter under review. Upon receipt of a written complaint, the regional assistant superintendent shall promptly review the complaint and inform the student or parent in writing of the decision. The regional assistant superintendent may, at his or her discretion, include a meeting with the principal and the student or parent as part of the review of the complaint.