



APPEALS POLICY

All academic decisions affecting students and any disciplinary action taken against individual students are subject to an appeals policy and procedure. These appeals may be made by students or parents.

Dispute Resolution and Appeals Procedures for Students

Students who wish to register a complaint about a class, course content, teacher or a complaint about disciplinary action taken against them are asked to do the following:

1. The student must first discuss the complaint with the teacher with whom the problem originated. If it is impossible to discuss the matter with the teacher, the student should discuss it with an admissions advisor who will make arrangements for a meeting with an admissions advisor, teacher and student. Most problems are resolved at this stage.
2. If the problem is not resolved at step one, the student may address the grievance in writing to the principal. The principal will discuss the matter privately with each person and then with all the persons involved in an attempt to solve the problem.
3. If the first two steps of the appeal do not bring about a satisfactory resolution the principal will obtain the services of an arbitrator who will determine how the dispute will be resolved in the best interests of both parties. This arbitrator will normally be selected from within the Group 4 independent schools. The decision of the arbitrator will be binding on both parties.

Dispute Resolution and Appeals Procedures for Parents

Parents who wish to make a complaint about the curriculum, the instructional staff or disciplinary actions applied to their children are asked to do the following:

1. The parents should first request an appointment with one of the admissions advisors in order to clarify the problem. The admissions advisor then will discuss the matter with the appropriate person (teacher, principal, etc.), try to resolve the problem and report to the parents. If further meetings with school staff are required, the admissions advisor will make the arrangements and provide translation services where required.
2. If the problem is not resolved at step one the parents may address the grievance in writing to the principal. The principal will discuss the matter privately with all the persons involved and then will call a meeting of the admissions advisor, the parents and staff members who may be involved. Translation services will be provided where necessary.
3. If the first two steps of the appeal do not bring about a satisfactory resolution the principal will obtain the services of an arbitrator who will determine how the dispute will be resolved in the best interests of both parties. This arbitrator will normally be selected from staff in other Group 4 independent schools or from an appropriate cultural agency in the area. The decision of the arbitrator is final and binding on both parties.

If parent/family is not satisfied after the Board's Decision, they may appeal to the Independent Schools Ombuds personnel. The school will provide the parent / family with information to proceed with appeal.