



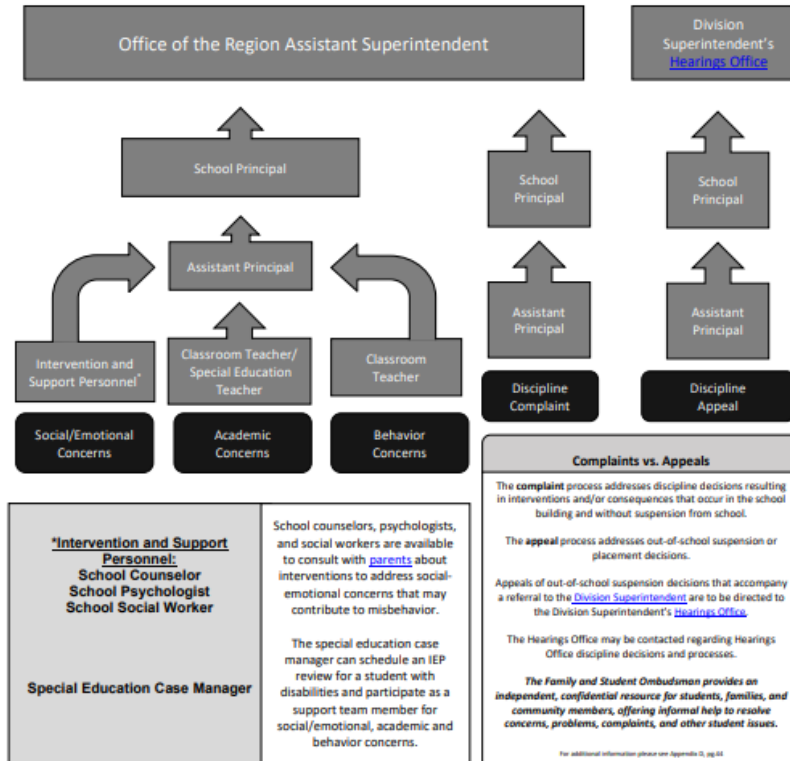
MVHS Parent/Student Concern Procedures



The Mount Vernon IB program works in conjunction with Fairfax County Schools to provide an equitable and safe environment for student learning. At MVHS, 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. The IB Program follows all policies as set forth by Mount Vernon High School and Fairfax County Schools. Please refer to the [FCPS Student Rights & Responsibilities Policy Handbook](#).

WHO DO I CONTACT?

Please refer to the flowchart below to determine who to contact if you have a concern or need support.



Fairfax County Public Schools, 2022

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

Step 1: When issues arise, the counselor serves as a liaison between the family and the school. The counselor reaches out to teachers, parents, coordinators, and administrators as needed, and a plan is 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 state precisely 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.