

SFHS IB Concerns & Complaint Policy

The SFHS IB program works in conjunction with Forsyth County Schools to provide an equitable and safe environment for student learning. The IB Program follows all policies as set forth by South Forsyth High School and Forsyth County Schools. Please refer to the student handbook linked for your reference: [Student Handbook Link](#).

Stage 1: Informal Resolution

We prefer if concerns can be dealt with in an informal and friendly manner by the individuals involved. If a student or parent has a concern about a member of staff, they should act immediately and either

- speak directly to the person responsible, if appropriate **OR**
- write to the person responsible, outlining the nature of the concern

In most cases, the matter will be resolved straightaway by this means.

If your concern is not resolved, then you should

- contact the IB Coordinator and ask for advice on what to do or ask them to speak to the person responsible on your behalf **OR**
- Contact the IB Administrator

The member of staff to whom the concern is referred will investigate it and respond within 5 school days. Should the matter not be resolved within 5 school days or in the event that a satisfactory resolution is not reached, then you are advised to proceed with the concern to the next stage of this procedure.

Stage 2: Formal Resolution

If your concern is not resolved it may be necessary to make a formal complaint in writing. You should address your concern to the Principal.

The concern will be investigated, dealt with and a response made. If you are still not satisfied with the decision, you should proceed to the final stage of this Procedure.

Stage 3: Forsyth County Schools Complaint Procedure

Any and all complaints should be addressed with local school staff and/or administrators. If no resolution is determined, a complaint may be made in writing and signed by the complainant. Therefore, for complaints originating at the local level, a complaint should not be filed with the Georgia Department of Education (GaDOE) until every effort has been made to resolve the issue through local written complaint procedures.

SFHS IB Concerns & Complaint Policy

The complaint must include the following:

- (1) A statement that Forsyth County Schools has violated a requirement of a federal statute or regulation that applies to an applicable program.
- (2) The date on which the violation occurred.
- (3) The facts on which the statement is based and the specific requirement allegedly violated (include citation to the federal statute or regulation).
- (4) A list of the names and telephone numbers of individuals who can provide additional information.
- (5) Whether a complaint has been filed with any other government agency, and if so, which agency.
- (6) Copies of all applicable documents supporting the complainant's position.
- (7) The address of the complainant.

The complaint must be addressed to:

Federal Program Director(for the program the complaint is filed against)
Forsyth County Schools
1120 Dahlonega Hwy. Cumming, GA 30040