

## Parent/Legal Guardian and Student Complaints Procedures

### Collège Protestant Français Montana Mission Statement

Collège Protestant Français Montana assures an education of excellent standards in both French and English sections. Collège Protestant Français Montana pursues validation of international programs through accreditation - paired with rigorous assessment - that instill analytical thinking skills and contribute to the development of dynamic and engaging lifelong learners.

Eager to share the responsibility of the planet, Collège Protestant Français Montana raises awareness among its community members and roots the importance of embracing social, religious and cultural diversity as a means to become compassionate, proactive and global citizens in a diverse and fast-evolving society.

The values that have always guided PPFL's actions are the Protestant values of education. They have enabled PPFL to transform individual differences into collective strengths.

### The IB Mission Statement and The Learner Profile

#### ***IB Mission statement***

The International Baccalaureate® aims to develop inquiring, knowledgeable and caring young people who help to create a better and more peaceful world through intercultural understanding and respect.

To this end the organization works with schools, governments and international organizations to develop challenging programmes of international education and rigorous assessment.

These programmes encourage students across the world to become active, compassionate and lifelong learners who understand that other people, with their differences, can also be right.

#### ***The IB learner profile***

The International Baccalaureate® (IB) learner profile describes a broad range of human capacities and responsibilities that go beyond academic success.

The profile aims to develop learners who are: Inquirers, Knowledgeable, Thinkers, Communicators, Principled, Open-minded, Caring, Risk-takers, Balanced, Reflective.

CPF Montana implements a clear and constructive procedure to address students' complaints and appeals regarding DP programme decisions in a timely manner. The school is committed to creating a safe and welcoming environment that values the input of students and parents, focusing on prioritizing the best interest and well-being of students. With an open-door policy, CPF Montana emphasizes transparency, trust-building, and a growth mindset in responding to concerns.

### **Channels for Addressing Common and Individual Concerns**

The school promotes open dialogue between students and teachers. Regular "DP Cafe" sessions are held with the DP coordinator, providing an opportunity for ongoing feedback and discussions on issues or topics related to the implementation of the DP.

At the high school level, each grade elects a student representative to ensure that students' voices are heard and common concerns are addressed promptly. These representatives are encouraged to meet with the relevant grade level advisor and/or DP coordinator to resolve common potential misunderstandings. Students are also invited to follow the same process to bring forward individual concerns. They may send their concerns by email to their grade level advisor and/or DP coordinator or reach out to them directly.

Parents are encouraged to address any concerns via sending written communication to the DP coordinator, director of academics, or school head. Alternatively, they may contact the president of the school's Parents Association, who will liaise with the appropriate school representative to handle the issue.

Depending on the nature of the concern, additional meetings may be arranged with the teacher(s), DP coordinator, director of academics, and/or school head to explore solutions collaboratively, and/or provide further clarification on decisions, highlighting their benefits for students. The school ensures that agreed-upon follow-up actions are closely monitored to guarantee that issues are fully and effectively resolved.

### **Partnerships for Holistic Support**

The school fosters strong partnerships with students and parents. Prior to issuing progress reports for each term, the school organizes grade level meetings where student and parent representatives. These meetings are essential in providing an opportunity for reflective discussions on student performance, in line with the school's commitment to transparency. Additionally, parent-teacher conferences and pre-arranged meetings are held to address specific performance issues. Action plans are accordingly developed, implemented, and closely monitored to support and monitor students' academic performance

The DP coordinator consults with students regarding exam scheduling and the assessment calendar ensuring a synchronized alignment with internal deadlines.

### **IBDP Examination Session Concerns - Enquiries Upon Results (EUR)**

Students at CPF Montana sit for their IB official examination during the May session of their second year in the DP. The IB offers DP candidates students the Enquiry Upon Results service should they believe their performance is lower than expected. The deadline for requesting any EUR type is **September 15 (May session)** of the same academic year.

The DP coordinator meets with students and their parents to explain the implications, timeframes, potential outcomes, and associated fees for each EUR type. They also share a list of frequently asked questions related to the chosen category for reference. The school offers full support to students throughout the process.

**EUR Category 1: Remarking of Externally Assessed material for an individual candidate:** according to which the student's grade may be either decreased or increased . The DP coordinator obtains the consent of the candidate and/or their parents or legal guardians before submitting the request to the IB. The student does not incur the fee of re-marking if the new mark is higher than the original one.

If concern persists after a category 1 re-marking, the candidate may request a **Category 1 report**, detailing breakdown of marks for the assessment as evaluated by the senior examiner. The report may not include comments on the remarks awarded. The request for a Category 1 report requires a clear explanation from the student and is subject to a fee.

**EUR Category 2: Return of Externally Assessed Material to the school:**

- a) All** material for a single **externally** assessed component from a given subject and level
- b) All** **externally** assessed components for a single subject/level for an individual candidate

In this category, the IB will return the material to the school electronically, subject to a fee. The DP coordinator explains to candidates and teachers the conditions under which the returned material may be used.

**EUR Category 3: Re-moderation of the Original Internal Assessment Sample Work for a Particular School/Subject:** The DP coordinator explains that this is not a re-sampling process, as no candidates can be added, replaced, or removed at the request of the school. Candidates will only be added to the original sample if, after re-moderation, the IB assessment quality team determines that a failed re-moderation cannot be resolved without including additional candidates for moderation.