



LA JOYA HIGH SCHOOL

A COMMUNITY OF EXCELLENCE



"THE STRENGTH OF THE PACK IS THE WOLF, AND THE STRENGTH OF THE WOLF IS THE PACK"

IB Complaint Process

The IB Programmes @ La Joya Community High School will prepare and empower all Lobos with holistic experiences that develop continuous growth of knowledge, skills, and inquisitive attitudes to become principled, caring, and globally-minded individuals who contribute to an everchanging, more peaceful world.

The Programme

La Joya Community High School offers the International Baccalaureate Programme school-wide from grades 9-12, providing students with a rigorous, internationally recognized curriculum that prepares them for success in higher education and beyond.

Philosophy

La Joya Community High School values students, parents/guardians, and community members as essential partners in the educational process. Our faculty is committed to fostering open communication and believes that addressing concerns transparently is fundamental to student success. We recognize that feedback and complaints provide valuable opportunities for continuous improvement and program excellence. All stakeholders deserve a fair, accessible process for voicing concerns and receiving timely, respectful responses.

Guiding Principles

All complaints will be handled according to the following principles:

- **Fairness** – Everyone is treated equally and impartially throughout the process
- **Respect** – All communication is based on mutual respect, trust, and courtesy
- **Accessibility** – The procedure is clearly written, easy to understand, and well-publicized
- **Timeliness** – Complaints are addressed promptly within established timeframes
- **Confidentiality** – Information is shared only as necessary and as permitted by law
- **Non-retaliation** – No adverse action will be taken against anyone who files or participates in a complaint

Guidelines for Submitting Complaints

Step 1: Contact the Appropriate Person

For the most effective resolution, please direct your concern to the appropriate individual:

- **Academic work, instructional materials, or classroom environment** → Contact the subject teacher

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- **Personal matters or social-emotional concerns** → Contact the student's counselor
- **Learning accommodations or support services** → Contact the classroom teacher in coordination with the counselor
- **IB programme policies, academic progress, or assessment concerns** → Contact the IB Programmes Coordinator
- **Unresolved concerns** → Contact the Principal if the issue cannot be resolved with the teacher, counselor, or coordinator

Step 2: Provide Detailed Information

When submitting a formal complaint, please include:

- Student's name and grade level
- Names of individuals and departments involved
- Detailed description of the concern
- Names of any witnesses or other parties involved
- Timeline of events
- Description of efforts already made to resolve the concern
- Any relevant documentation (emails, assignments, assessments, etc.)
- Suggested resolution, if applicable

Step 3: Submit Your Complaint

Formal complaints may be submitted:

- **In person** to the IB Coordinator or Principal
- **By email** to: jason.ward@tuhsd.org
- **By mail** to: La Joya Community High School, IB Coordinator, 11650 W. Whyman Ave., Avondale, AZ 85323
- **Anonymous complaints** may be submitted via email; however, investigation may be limited without contact information

Timeline for Resolution

1. **Acknowledgment:** Receipt of your complaint will be acknowledged within **two (2) business days**
2. **Investigation:** The IB Coordinator and/or Principal will oversee the investigation and may contact you for additional information, if needed
3. **Response:** La Joya Community High School aims to provide a written response with conclusions within **ten (10) business days** of receiving the complaint
4. **Extended Timeline:** If more time is required for a thorough investigation, you will be notified with an estimated timeline for the final response

Appeals Process

If you are not satisfied with the resolution of your complaint:

1. **School Level Appeal:** Submit a written appeal to the Principal within five (5) business days of receiving the response, explaining why the resolution is unsatisfactory
2. **IB Organization Appeal:** For complaints regarding IB policies, assessment decisions, or other matters within the IB Organization's authority, contact: **complaints@ibo.org**

Important Provisions

Anonymous Complaints: Anonymous complaints will be investigated as fully as possible given the available information. If you wish to receive investigation results, please provide contact information.

Confidentiality: La Joya Community High School will share investigation outcomes as fully as allowed by law. We are prohibited by law from disclosing specific disciplinary actions taken against employees or students.

Non-Retaliation: Retaliation against any person who files or participates in the complaint process is strictly prohibited. Retaliation includes any action that would discourage participation in the process. Anyone who believes they have experienced retaliation should immediately report it to the IB Coordinator, Principal, or District IB Director.

Scope Limitations: Complaints should be submitted within **three (3) months** of the incident when possible. La Joya Community High School reserves the right to cease correspondence if complaints are deemed frivolous, vexatious, abusive, or if the matter has reached a conclusion within this formal process.

Employee Misconduct: Complaints alleging employee misconduct outside the scope of IB programme matters will be forwarded to the principal.

Contact Information

IB Diploma Programme Coordinator: Dr. Jason Ward

Email: jason.ward@tuhsd.org

Phone: (623) 478-4469

Principal: Dr. Bill Sorensen

Email: william.sorensen@tuhsd.org

Phone: (623) 478-4404

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Implementation and Review

- The IB Diploma Programme Coordinator is responsible for ensuring effective implementation of this policy.
- All IB teachers and staff must be familiar with this policy and adhere to its guidelines.
- New teachers and staff receive an overview of this policy during IB programme orientation.
- This policy will be reviewed annually by IB faculty, coordinators, and administration to ensure it remains current and effective.
- The policy will be made available on the school website, in the student/parent handbook, and during IB information sessions. This policy is due to be reviewed in the Spring of 2027.