

Orange County Public Schools Complaints Policy/Code of Civility

The education of a child happens only through a partnership among the child, school faculty and staff, parent(s) or guardian(s), the community and district office employees. Partnership is an active state that includes sharing responsibilities, having meaningful communication and welcomed participation.

When people who are working together agree, the partnership runs smoothly. Two people will not always agree and that can make partnership difficult. The partnership is most powerful, as children are educated to reach their potential, when we agree on how to disagree. We must be civil in our discourse. Civility is often described by its absence. We hear of harmful actions such as road rage, physical confrontation, ethnic stereotypes and slurs. But civility is not just an absence of harm. It is the affirmation of what is best about each of us individually and collectively. It is more than saying "please" and "thank you." It is reflecting our respect for others in our behavior, regardless of whether we know or like them. It is not simply being politically correct and should not be used to stifle criticism or comment. It is being truthful and kind and for us to take responsibility for our own actions rather than blaming others.

As we communicate with each other, we need to remember that we are working together to benefit the children of this community.

Therefore, the Orange County School Board requires that, as we communicate; students, OCPS faculty and staff, parents, guardians and all other members of the community shall:

1. Always treat each other with courtesy and respect

This means:

- We listen carefully and respectfully as others express opinions that may be different from ours.
- We share our opinions and concerns without loud or offensive language, gestures or profanity.

2. Treat each other with kindness

This means:

- We treat each other, as we would like to be treated.
- We do not threaten or cause physical or bodily harm to another.
- We do not threaten or cause damage to the property of another.
- We do not bully, belittle or tease one another and we do not allow others to do so in our presence.

- We do not demean and are not abusive or obscene in any of our communications.

3. Take responsibility for our own actions

This means:

- We share information honestly.
- We refrain from displays of temper.
- We do not disrupt or attempt to interfere with the operation of a classroom or any other work or public area of a school or school facility.

4. Cooperate with each other

This means:

- We obey school rules for access and visitation.
- We respect the legitimate obligations and time constraints we each face.
- We notify each other when we have information that might help reach our common goal. This includes information about:
 - safety issues
 - academic progress, changes that might impact a student's work
 - events in the community that might impact the school
- We respond when asked for assistance.
- We understand that we do not always get our way.

In the event of a complaint, parents are encouraged to contact the school's principal or his/her designee. This allows the school to investigate the issue fully to resolve the problem.

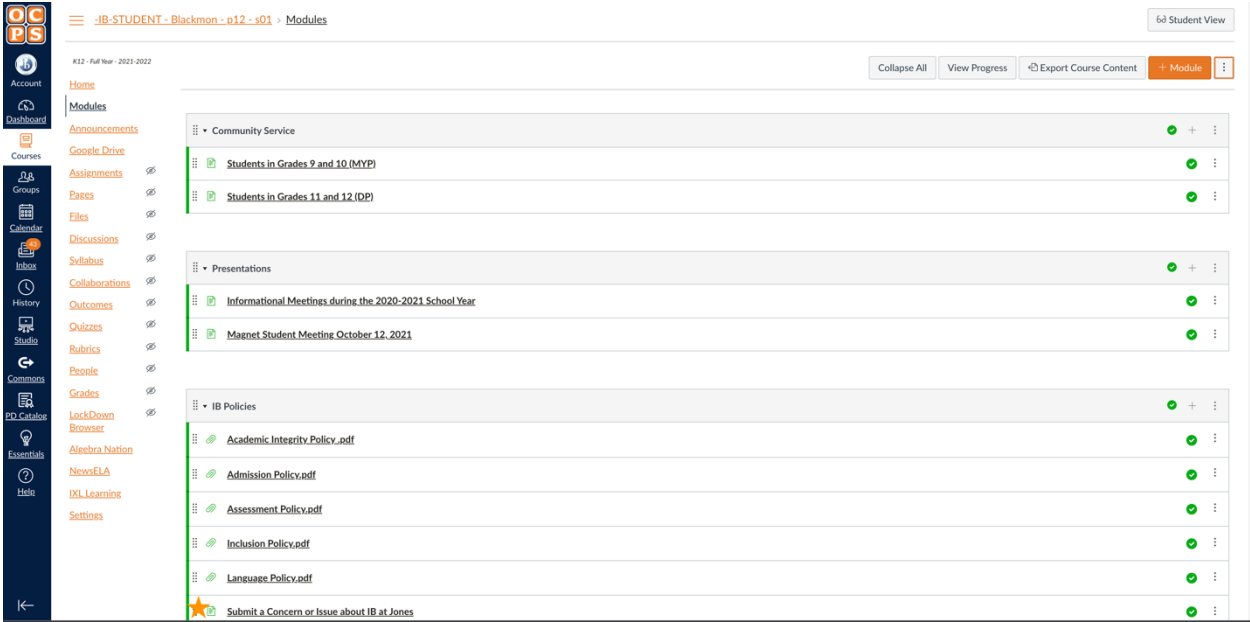
In the event that a complaint is not dealt with in a satisfactory manner by the principal or his/her designee, parents are encouraged to contact the principal's direct supervisor with the complaint. This will allow the Area Superintendent or Chief of High Schools to follow up with the principal.

If a parent still feels a complaint has not been dealt with after speaking with the Area Superintendent or Chief of High Schools, parents are encouraged to speak with the Deputy Superintendent. The Deputy Superintendent will then work with the parent and the parties involved to ensure the issue is resolved.

In addition to the OCPs Complaints Policy/Code of Civility, Jones High School also has a system in place for students, parents or guardians and teachers to raise a concern or issue. In addition to the open door policy with the AP over IB and the IB Coordinator, availability through face to face visits, phone calls and emails, we also have a Google Form to concerns and issues to be submitted.

The IB Student Canvas Course is where students, parents or guardians can access the form to submit a concern or issue.

Here is a screenshot of the Modules Page:



Here is a screenshot of the directions:

