



Randolph Elementary School Complaint Procedure



Philosophy

The Primary Years Programme (PYP) is an educational framework offered by the International Baccalaureate (IB) for students aged 3 to 12. The PYP emphasizes inquiry-based learning, holistic development, and international-mindedness.

The International Baccalaureate's (IB) learner profile outlines ten attributes that students are encouraged to develop. These attributes include being balanced, open-minded, and principled which promote understanding, respect and acceptance of others. Through this, students become internationally minded.

Rights and Responsibilities

Randolph Elementary is a welcoming environment encouraging open lines of communication between all members of the learning community. Every member of the learning community has a right to be in a safe and caring learning environment. The majority of interactions will happen at the classroom level. If you need to file a complaint, please follow the procedure below.

Practices

Under the authority of Arlington Public Schools (APS), Randolph Elementary follows APS guidelines when handling complaints as outlined in the [Student Code of Conduct](#).

APS STUDENT CODE OF CONDUCT

RESOURCES

STEPS TO FOLLOW TO RESOLVE A STUDENT-RELATED CONCERN

A successful school experience for students relies on a collaborative and respectful partnership between home and school. Good communication, clear procedures for responding to concerns and respectful relationships are the cornerstone in resolving student-related issues when they arise. It is a commonly held belief that problems are best resolved by those closest to the issue. APS has developed this chart for parents and other caregivers to guide their ability to effectively navigate the most efficient way to reach resolution on issues involving their student.

Question or Concern	Step 1	Step 2	Step 3	Step 4
Academics/Grades	Class/Subject Teacher	Counselor	Assistant Principal	Principal
Behavior	Class/Subject Teacher	Assistant Principal	Principal	Director of School Climate and Culture
Classroom Procedures	Class/Subject Teacher	Assistant Principal	Principal	
Busing/Transportation	Bus Driver	Assistant Principal	Director Transportation	Assistant Superintendent of Facilities and Operations
Extracurricular Activities/Clubs	Club Advisor	Assistant Principal	Principal	Director of Student Activities
Curriculum	Class/Subject Teacher	Principal	Content Supervisor Director of Curriculum and Instruction	Chief Academic Officer
Special Education	Class/Special Education Teacher Case Carrier	Student Support Coordinator Assistant Principal	Principal	Director of Special Education
Athletic Concerns	Coach	Director of Student Activities	Building Principal	Supervisor of Health and Physical Education
Medical Services	School Nurse	Assistant Principal	Principal	School Nurse Supervisor



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If your issue is not resolved at the school level or if it involves the IB program's curriculum, assessment, or other specific aspects of IB, you may need to contact your school's IB coordinator through electronic communication. They are typically responsible for overseeing IB-related matters at the school.

At Randolph, the complaint procedure will be reviewed as needed to reflect the evolving needs of the school community. At the beginning of each school year the policy will be shared with the learning community including at a staff meeting, posted on the school website and shared at Back to School Night. A revision process will be implemented every two years by the pedagogical team. All updates will be made public to our community including families, students and staff.