



Walker Middle Magnet School  
International Baccalaureate Middle Years Programme  
Parent and Student Complaints Procedures

**Purpose:**

The purpose of this document is to inform parents and students of the proper manner in which to address concerns and complaints regarding the school, courses and or any IB programme decisions. It is also to inform parents and students of the Hillsborough County Public Schools Student Code of Conduct, Magnet School Compact as well as the Walker Middle Magnet IB Culture of Honor PBIS Plan.

**Concerns or Complaints:**

- Concerns or Complaints raised should originate with the teacher of the course the complaint pertains to.
- Parents and students can use Canvas to communicate with the teacher and set up a Teams or face-to-face conference if needed.
- If the solutions are not reached between the parent, student and teacher, then the complaint can be brought to the appropriate AP/Assistant Head of School.
- Parent concerns regarding a schedule or student services should be directed to the appropriate School Counselor through Canvas or phone call.
- Student concerns regarding a schedule or student services should be directed to the appropriate School Counselor through Canvas or the completion of a request form located in the Guidance Suite in the Main Office.

**Responding to a Concern or Complaint:**

- Teachers, School Counselors, Administrators will respond to concerns within 2 business days during regular school hours through Canvas or phone call as requested.
- Teams or Face-to-face meetings will be held as necessary to accommodate families.

**Requests for appeals regarding IB decisions taken by the school:**

- Students and Parents that have concerns relating directly to IB decisions made by the school can contact the IB MYP Coordinator through Canvas or phone call.
- Head of School will be notified of any concern and will be brought into the communication as needed.

**Contacts:**

- Head of School: Heather Holloway
- Assistant Head of School-Curriculum for Students with Last Name A-Li: Andria Franks
- Assistant Head of School-Administration for Students with Last Name Lo-Z: Henry Lefler
- IB MYP Coordinator: Josephine Corder
- School Counselors:
  - Students with Last Name A - Go: Amanda Edl-Falquez
  - Students with Last Name Gr - Patel: Monica Ode
  - Students with Last Name Patt - Z: Lauren Sabourin



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**Hillsborough County Public Schools – Student Code of Conduct:**

- Is designed to provide consistent language with clear, explicit expectations and guidelines governing student behavior, activities, and progressive discipline.
- Provides a tiered framework with a continuum of supports that will increase positive behaviors, academic performance, and staff retention
- Improves safety, connects with the community, improves resiliency skills and connections for students.
- Student Code of Conduct: <https://www.hillsboroughschools.org/conduct>

**Hillsborough County Public Schools – Magnet School Compact:**

Magnet Schools are exceptional places of learning that celebrate innovative lessons, academic success, and diversity.

The privilege of being a part of the great program to which you have been accepted comes with certain responsibilities. In accepting this Magnet School placement, you have agreed to be mindful of the Magnet Compact:

<https://www.hillsboroughschools.org/cms/lib/FL50000635/Centricity/Domain/4322/23-24%20Magnet%20Compact%20ENGLISH.pdf>

**Walker Middle Magnet – IB Culture of Honor:**

This positive behavioral interventions and supports (PBIS) plan was developed by a multi-disciplinary committee devoted to encouraging students to actively demonstrate the IB Learner Profile: [PBIS Plan & Procedures: Establishing an IB culture of honor 2023-24](#)