



Riverhills Elementary Magnet School

International Baccalaureate Primary Years Programme

Parent/Guardian & Student Complaints Procedures

Philosophy

The Riverhills Elementary Magnet IB Primary Years Programme strives to foster and maintain open lines of communication with parents/guardians, students, and other stakeholders. Riverhills faculty and staff are dedicated to the IB PYP Programme and to the academic and personal growth of all students. To this end, faculty and staff of Riverhills Elementary Magnet School welcome open dialogue with parents/guardians and students. We value communication with stakeholders that serves to improve and strengthen the Riverhills Elementary Magnet IB experience for families.

Parent/Legal Guardian and/or Student Complaint Procedures

Riverhills Elementary Magnet faculty and staff will maintain compliance with Hillsborough County Public School's Student Code of Conduct as they pertain to Students' and Parent/Guardians' Rights and Responsibilities ([Student Code of Conduct / Overview \(hillsboroughschools.org\)](https://hillsboroughschools.org/student-code-of-conduct/overview)).

Behavior/Attendance Concerns - Step 1

Parent/guardian or student behavior/attendance concerns, complaints, or issues should initially be brought to the attention of the appropriate teacher or staff member via phone or email. Faculty and staff emails are available on the Riverhills Elementary Magnet School website ([Directory / All Staff Directory \(hillsboroughschools.org\)](https://hillsboroughschools.org/directory/all-staff)).

Faculty and/or staff will review concerns, complaints, or issues and respond in writing within 48 hours (excluding non-school days) in most cases.

In the event a concern, complaint, or issue is not resolved via written communication between the concerned parties, the complainant can request to proceed to a formal meeting (Step 2).

Behavior/Attendance Concerns - Step 2

Parent/guardian or student requests for a teacher conference will be scheduled via phone, Teams/virtual meeting, or face-to-face conference at the earliest convenience for all participants. Requests for group conferences or support staff (ESE Professional, ELL Professional, Social Worker, School Counselor, IB Coordinator, etc.) attendance can be conducted at this level and in the same format (phone, virtual, or face-to-face).

In the event a concern, complaint, or issue is not resolved through a teacher conference with concerned parties, the complainant can contact a Riverhills Elementary Magnet School administrator (Step 3).

Behavior/Attendance Concerns - Step 3

Parent/guardian or student behavior/attendance concerns, complaints, or issues that cannot be resolved through written communication with the appropriate faculty or staff or through a conference, can be elevated to

the Riverhills Elementary Magnet School administrative level. Parent/guardian or student communication in the form of a phone call or email should be directed to the Assistant Principal or the School Principal/Head of School.. Administration emails are available on the Riverhills Elementary Magnet School website ([Directory / All Staff Directory \(hillsboroughschools.org\)](http://hillsboroughschools.org)). Written communication with administration should include a timeline of events and all steps taken prior so that administration has a clear and thorough picture of attempts to resolve concerns that have been brought forward.

Administration will review concerns, complaints, or issues and respond with a solution within 2 days (excluding non-school days) in most cases.

Transportation Concerns – Step 1

Concerns regarding transportation shall be directed to the Riverhills Elementary Magnet School. School administrators are the initial contacts for concerns, complaints, or issues with transportation. Administration emails are available on the Riverhills Elementary Magnet School website ([Directory / All Staff Directory \(hillsboroughschools.org\)](http://hillsboroughschools.org)).

In the event a concern, complaint, or issue is not resolved between the concerned parties, the complainant can request to proceed to a formal meeting with a school administrator (Step 2).

Transportation Concern – Step 2

Parent/guardian or student transportation concerns, complaints, or issues that cannot be resolved through communication with administration of Riverhills Elementary Magnet can be elevated to the Hillsborough County Public Schools Transportation Department. The Transportation Call Center can be reached at 813-982-5500. If you have an emergency situation beyond the Transportation Office's scheduled hours of operation (5:00 AM – 6:00 PM school days), you can reach their School Security Office at (813) 623-3996.

Programs and Associations (i.e. Extracurricular Activities and Clubs) – Step 1

Parent/guardian or student program and associations concerns, complaints, or issues should initially be brought to the attention of the appropriate teacher via phone or email. Faculty and staff emails are available on the Riverhills Elementary Magnet School website ([Directory / All Staff Directory \(hillsboroughschools.org\)](http://hillsboroughschools.org)).

In the event a concern, complaint, or issue is not resolved through a teacher conference with concerned parties, the complainant can contact a Riverhills Elementary Magnet School administrator. Administration emails are available on the Riverhills Elementary Magnet School website ([Directory / All Staff Directory \(hillsboroughschools.org\)](http://hillsboroughschools.org)). Written communication with administration should include a timeline of events and all steps taken prior so that administration has a clear and thorough picture of attempts to resolve concerns that have been brought forward.

Administration will review concerns, complaints, or issues and respond with a solution within 2 days (excluding non-school days) in most cases.

Student Support Services Concerns – Step 1

Student Support Services professionals adhere to the Hillsborough County Public Schools “Parent Bill of Rights” ([Parental Bill of Rights / Overview \(hillsboroughschools.org\)](https://hillsboroughschools.org/parent-guardian-student-complaint-procedures)) to protect and ensure the well-being of all families and students. Additionally, student support services professionals maintain privacy and confidentiality as required by local, state, and federal law.

Parent/guardian or student concerns, complaints, or issues regarding Student Support Services professionals (counselors, social workers, school psychologist, ESE faculty/staff, ELL faculty/staff) should initially be brought to the attention of the appropriate support service professional via phone or email. Student Support Services professionals’ emails are available on the Riverhills Elementary Magnet School website ([Directory / All Staff Directory \(hillsboroughschools.org\)](https://hillsboroughschools.org/directory)).

Student Support Services professionals will review concerns, complaints, or issues and respond with a phone call or in writing within 48 hours (excluding non-school days) in most cases.

In the event a concern, complaint, or issue is not resolved via phone conversation or written communication between the concerned parties, the complainant can request to proceed to a formal meeting (Step 2).

Student Support Services Concerns – Step 2

Parent/guardian or student requests for a conference with a student support services professional will be scheduled via Teams/virtual meeting, or face-to-face conference at the earliest convenience for all participants.

In the event a concern, complaint, or issue is not resolved through a conference with concerned parties, the complainant can contact a Riverhills Elementary Magnet School administrator. Administration emails are available on the Riverhills Elementary Magnet School website ([Directory / All Staff Directory \(hillsboroughschools.org\)](https://hillsboroughschools.org/directory)). Written communication with administration should include a timeline of events and all steps taken prior so that administration has a clear and thorough picture of attempts to resolve concerns that have been brought forward.

Administration will review concerns, complaints, or issues and respond with a solution within 2 days (excluding non-school days) in most cases. The decision of the school administration shall be final.

This policy is available to stakeholders through the school website ([Policies & Procedures / Parent/Guardian & Student Complaint Procedures \(hillsboroughschools.org\)](https://hillsboroughschools.org/policies-procedures))

Resources

Canadian International School of Beijing: www.cisbeijing.com/wp-content/uploads/2023/02/CISBComplaints.pdf

Hillsborough County Public Schools, Student Code of Conduct: <https://www.hillsboroughschools.org/conduct>

Hillsborough County Public Schools, Student Services: [Student Services / Overview \(hillsboroughschools.org\)](https://www.hillsboroughschools.org/student-services/overview)

Hillsborough County Public Schools, Transportation Services: [Transportation Services / About Us \(hillsboroughschools.org\)](https://www.hillsboroughschools.org/transportation-services/about-us)