



Williams Middle Magnet School

International Baccalaureate Middle Years Programme

Parent/Guardian & Student Complaints Procedures

Philosophy

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

Parent/Legal Guardian and/or Student Complaint Procedures

Williams Middle 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://www.hillsboroughschools.org)).

Academic Concerns - Step 1

Parent/guardian or student academic concerns, complaints, or issues should initially be brought to the attention of the appropriate teacher or staff member via Canvas message or email. Faculty and staff emails are available on the Williams Middle Magnet School website ([Directory / All Staff Directory \(hillsboroughschools.org\)](https://www.hillsboroughschools.org)).

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).

Academic Concerns - Step 2

Parent/guardian or student requests for a teacher conference will be scheduled via phone, Teams/Zoom/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, IB 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 Williams Middle Magnet School administrator (Step 3).

Academic Concerns - Step 3

Parent/guardian or student academic 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 Williams Middle Magnet School administrative level. Parent/guardian or student communication in the form of a Canvas message or email should be directed to the Assistant Principal for Curriculum or the School Principal/Head of School/Principal. Administration emails are available on the Williams Middle 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 5 days (excluding non-school days) in most cases.

Attendance, Behavior, and Transportation Concerns – Step 1

Concerns regarding attendance, behavior, and transportation shall be directed to the Williams Middle Magnet School Office of Student Affairs. Student affairs administrators are the initial contacts for concerns, complaints, or issues with attendance, behavior, and transportation. Administration emails are available on the Williams Middle 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 school administrator (Step 2).

Attendance and Behavior Concerns – Step 2	Transportation Concerns – Step 2
<p>Parent/guardian or student attendance or behavior concerns, complaints, or issues that cannot be resolved through communication with administration in the Williams Middle Magnet School Student Affairs Office can be elevated to the next level of administration at Williams Middle Magnet School. Written communication through email or a Canvas message should be directed to the Assistance Principal for Administration, Assistant Principal for Curriculum, or School Principal/Head of School/Principal. Administration emails are available on the Williams Middle Magnet School website (Directory / All Staff Directory (hillsboroughschools.org)). Administration will review attendance or behavior concerns, complaints, or issues and respond with a solution in writing within 5 days (excluding non-school days) in most cases.</p> <p><i>The exception to this procedure is any behavior concern that poses an immediate threat to Williams Middle Magnet School students, faculty, staff, administration, or school property. Any behavior concerns of this nature should be immediately reported to school administration, or the Tampa Police Department officer assigned to Williams Middle Magnet School.</i></p>	<p>Parent/guardian or student transportation concerns, complaints, or issues that cannot be resolved through communication with administration in the Williams Middle Magnet School Student Affairs Office 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.</p>

Programs and Associations (i.e. Sports 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 coach or advisor via Canvas message or email. Faculty and staff emails are available on the Williams Middle Magnet School website ([Directory / All Staff Directory \(hillsboroughschools.org\)](#)).

In the event a concern, complaint, or issue is not resolved through a coach/advisor conference with concerned parties, the complainant can contact a Williams Middle Magnet School administrator. Administration emails are available on the Williams Middle Magnet School website ([Directory / All Staff Directory \(hillsboroughschools.org\)](#)). 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 5 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 \(hillsboroughschools.org\)](#)) 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, Canvas message or email. Student Support Services professionals’ emails are available on the Williams Middle Magnet School website ([Directory / All Staff Directory \(hillsboroughschools.org\)](#)).

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/Zoom/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 Williams Middle Magnet School administrator. Administration emails are available on the Williams Middle Magnet School website ([Directory / All Staff Directory \(hillsboroughschools.org\)](#)). 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 5 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 \(hillsboroughschools.org\)](#))

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 \(hillsboroughschools.org\)](http://hillsboroughschools.org)

Hillsborough County Public Schools, Transportation Services: [Transportation Services / About Us \(hillsboroughschools.org\)](http://hillsboroughschools.org)