



# Parent Concerns Policy

**Latest Review:** October 2023

**Review Cycle:** 3 Years

**Next Review:** October 2026



# Wellspring Learning Community

## Parent Concerns Policy

### Contributors to the 2023 review:

Head of School - Kathleen Battah

Director of Learning and Teaching - Rita Zgheib

Director of Operations and Administration- Abir Makki

Legal Compliance Officer - Yorgo Abi Khalil

Senior Executive Assistant - Sereen Ajami

### Related Policies:

Child Protection Policy

Wellbeing Policy

Teaching and Learning Policy

Behavior Policy

Student Handbook

### Approvals - names and signatures:

Chairperson of the Board

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Head of School

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# Wellspring Learning Community

## Parent Concerns Policy

### Wellspring Learning Community's Mission Statement

Wellspring Learning Community aims to establish an inquiry-based learning environment in which students from diverse backgrounds are given every opportunity to optimize their social, emotional and academic capacities and talents. Our students will become confident, resourceful, creative, caring, responsible global and local citizens prepared to use their education to contribute in meaningful ways towards improving society, both locally and internationally.

### Rationale

Wellspring Learning Community is committed to managing concerns and complaints brought forth by any member of its community in accordance with its stated values of integrity, accountability and respect and the following guiding principles:

- Establishing a collaborative learning community that meets the needs of the students, staff members and parents
- Promoting a culture of accountability for all stakeholders.
- Ensuring that all voices in the community are heard and respected

As an IB world school, Wellspring recognizes the right of every parent/legal guardian acting on behalf of the student to appeal to the IB, as a last resort, should they have exhausted all efforts to resolve the issue at the school level or a justified concern that the school has committed improper practices (IB Whistleblowing policy, 2018).

Wellspring aims to acknowledge, process, investigate, and resolve every complaint or concern in a timely, fair and transparent process. Wellspring is committed to:

- Approaching concerns positively and treating the parties involved with respect and fairness.
- Keeping all content and concerns strictly confidential and restricted to internal reference or reference by relevant persons only.
- Ensuring that the rights of the parties concerned are protected and that future communication with the school is not affected.

### Definitions

**A concern or complaint** is an immediate expression of dissatisfaction regarding a specific incident, action, or lack of action taken by any Wellspring staff member. Wellspring defines an unacceptable behavior, decision, practice, procedure, or situation as one that has either breached the Wellspring Guiding Statements and/or WLC Code of Ethical Conduct and/or other policies and procedures, or has negatively impacted another individual

**Complainant** is a person who raises a concern or makes a complaint

**Improper practices** can include, but are not limited to, academic misconduct, maladministration, dangerous or illegal activities or the deliberate concealment of these practices (IB Whistle blowing policy, 2018).

### **Types of Complaints**

Complaints may address one or more of the following issues:

- Student wellbeing concerns
- Inter-personal conflicts with staff members
- Administrative or procedural conflicts
- Academic programme(s) related conflicts

### **Resolution**

The resolution of a complaint is a solution that is proposed to solve a matter of contention between two parties or as a response to a complaint. It can be an opportunity for Wellspring to improve its practice and strengthen its transparency.

### **Guidelines**

1. Parent(s)/legal guardian(s) on behalf of the student can file a complaint or express their concerns.
2. Complainants are encouraged to discuss the matter directly with the person involved as soon as possible, to prevent the escalation of issues.
3. The school will make a genuine effort to resolve all concerns and complaints.
4. Parent(s)/legal guardian(s) acting on behalf of the student may choose to appeal to the IB as a last resort should they have:
  - a. exhausted all efforts to resolve the issue at the school level, or,
  - b. a reasonable concern that the school has committed improper practices.
5. In dealing with a complaint, Wellspring will ensure that the complainant receive:
  - Fair treatment
  - Timely responses
  - Accurate advice
  - Respect for their privacy
6. Where the complaint is justified or valid, Wellspring will acknowledge this and address the complaint that has been raised. If, after investigation, it is judged there are no grounds for the complaint, no further action will be taken, and the case will be closed. The complainant will be informed accordingly.
7. In filing a complaint, complainants are urged to:
  - Raise issues in a timely manner
  - Treat all staff with respect and courtesy
  - Provide accurate information in relation to the issues brought forward
  - Follow the procedures set by Wellspring.

## Complaint Submission Procedure

### Step 1- Speaking with the person concerned

In the first instance a complaint should normally be raised in writing (email) with the person concerned, so that they may have an opportunity to address the issue(s). (Ref: Appendix A)

### Step 2 - Contacting the *assigned person directly in charge* if the complaint is not resolved

If the complaint remains unresolved following Step 1, the complainant should fill in the online “parent complaint form” (PCF) and submit it online to the person directly in charge. (Refer to Appendix A). The PCF will automatically be sent to the direct supervisor and Wellspring’s legal compliance officer (LCO). The LCO will register the complaint, assign it a number and consequently will follow up on the complaint and make sure a resolution has been reached within a period of 15 working days.

### Step 3 – Raising the complaint to the Head of School

If the complaint is unresolved or the complainant is not satisfied with the outcome after step 2, the complainant will reach out to the Head of School, copying the LCO, with further comments stating the grounds for their dissatisfaction.

The Head of School will provide the complainant with a written acknowledgement of their complaint with a response to the issue(s) raised or to inform them that their complaint is being investigated and indicate when they can expect a response. The investigation may require that the complainant meet the Head of School and the LCO. The Head of School and the LCO may also talk to the parties relevant to the complaint and should reach a resolution within 15 working days.

### Step 4 - Writing to the Chairperson of the Governing Board

If the complainant believes that their complaint has not been dealt with in a satisfactory manner following the completion of step 3, or if the complaint involves the Head of School, they may write to the Chairperson of the Governing Board through the LCO. The Chairperson will provide the complainant with a written acknowledgement of their complaint with a response to the issue(s) raised or to inform them that their complaint is being investigated and indicate when they can expect a response. The investigation may require that the complainant meet the Board Chairperson and the LCO, and due notification will be given of such meetings. The Board Chairperson may also talk to the parties relevant to the complaint and should reach a resolution within 15 working days.

### Step 5 – Raising the matter to the IB

A complainant may choose to appeal to the IB as a last resort should they have:

- a. exhausted all efforts to resolve the issue at the school level, or,
- b. a reasonable concern that the school has committed improper practices (as defined above).

## Appendix A

### Wellspring Contacts for Reporting

*\*Please note that the titles in italics represent the “step 2” contact persons*

<b>Head of School</b>	<a href="mailto:HOS@wellspring.edu.lb">HOS@wellspring.edu.lb</a>
<b>Legal Compliance Officer</b>	<a href="mailto:Legal-ComplianceOfficer@wellspring.edu.lb">Legal-ComplianceOfficer@wellspring.edu.lb</a>
<b>Academics</b>	<p><b>Concerned Teacher(s)</b>  <b>Academic Advisor(s) (if applicable)</b></p> <p><i>Early Years Head:</i>  <a href="mailto:EYhead@wellspring.edu.lb">EYhead@wellspring.edu.lb</a></p> <p><i>Primary Years Programme (PYP) Coordinator</i>  <a href="mailto:Pypcoordinator@wellspring.edu.lb">Pypcoordinator@wellspring.edu.lb</a></p> <p><i>Middle Years Programme (MYP) Coordinator/ Brevet</i>  <a href="mailto:Mypcoordinator@wellspring.edu.lb">Mypcoordinator@wellspring.edu.lb</a></p> <p><i>Diploma Programme (DP) Coordinator/ Lebanese Baccalaureate</i>  <a href="mailto:DPcoordinator@wellspring.edu.lb">DPcoordinator@wellspring.edu.lb</a></p> <p><i>Primary School Principal</i>  <a href="mailto:Mathafprimaryprincipal@wellspring.edu.lb">Mathafprimaryprincipal@wellspring.edu.lb</a></p> <p><i>Middle School Principal</i>  <a href="mailto:MiddleschoolprincipalCCC@wellspring.edu.lb">MiddleschoolprincipalCCC@wellspring.edu.lb</a></p> <p><i>Secondary School Principal</i>  <a href="mailto:Secondaryprincipalccc@wellspring.edu.lb">Secondaryprincipalccc@wellspring.edu.lb</a></p> <p><i>Director of Learning and Teaching</i>  <a href="mailto:Directoroflearningandteaching@wellspring.edu.lb">Directoroflearningandteaching@wellspring.edu.lb</a></p>
<b>Accounting</b>	<p><b>Accounts Receivable Coordinator</b>  <a href="mailto:Rosy-belleh@wellspring.edu.lb">Rosy-belleh@wellspring.edu.lb</a></p> <p><i>Director of Finance</i>  <a href="mailto:RachaD@wellspring.edu.lb">RachaD@wellspring.edu.lb</a></p> <p><i>Chief Financial Officer</i>  <a href="mailto:Haifam@wellspring.edu.lb">Haifam@wellspring.edu.lb</a></p>
<b>Admissions</b>	<p><b>Admissions Assistant</b>  <a href="mailto:Studentsservices@wellspring.edu.lb">Studentsservices@wellspring.edu.lb</a></p> <p><i>Director of Admissions</i>  <a href="mailto:NivinE@wellspring.edu.lb">NivinE@wellspring.edu.lb</a></p> <p><i>Head of School</i>  <a href="mailto:HOS@wellspring.edu.lb">HOS@wellspring.edu.lb</a></p>

<b>Student Life</b>	<p><b>Student Life Leader (CCC)</b>  <a href="mailto:CCCStudentlife@wellspring.edu.lb">CCCStudentlife@wellspring.edu.lb</a></p> <p><b>Director of Student Growth and Character Building (CCC)</b>  <a href="mailto:DSGCB@wellspring.edu.lb">DSGCB@wellspring.edu.lb</a></p> <p><b>Student Life Leader (Mathaf)</b>  <a href="mailto:MathafStudentlife@wellspring.edu.lb">MathafStudentlife@wellspring.edu.lb</a></p> <p><b>Director of Student Services (Mathaf)</b>  <a href="mailto:NivinE@wellspring.edu.lb">NivinE@wellspring.edu.lb</a></p>
<b>After School Activities</b>	<p><b>After School Activities Coordinator (Mathaf):</b>  <a href="mailto:Mathaf-ASA@wellspring.edu.lb">Mathaf-ASA@wellspring.edu.lb</a></p> <p><b>Director of Student Services</b>  <a href="mailto:NivinE@wellspring.edu.lb">NivinE@wellspring.edu.lb</a></p> <p><b>After School Activities Coordinator (CCC)</b>  <a href="mailto:CCC-ASA@wellspring.edu.lb">CCC-ASA@wellspring.edu.lb</a></p> <p><b>Director of Student Growth and Character Building (CCC)</b>  <a href="mailto:DSGCB@wellspring.edu.lb">DSGCB@wellspring.edu.lb</a></p>
<b>Service Learning</b>	<p><b>Service-Learning Coordinator</b>  <a href="mailto:CCC-cas-sl@wellspring.edu.lb">CCC-cas-sl@wellspring.edu.lb</a></p> <p><b>Middle Years Programme (MYP) Coordinator/ Brevet</b>  <a href="mailto:Mypcoordinator@wellspring.edu.lb">Mypcoordinator@wellspring.edu.lb</a></p> <p><b>Director of Learning and Teaching</b>  <a href="mailto:Directoroflearningandteaching@wellspring.edu.lb">Directoroflearningandteaching@wellspring.edu.lb</a></p>
<b>CAS</b>	<p><b>CAS Coordinator</b>  <a href="mailto:CCC-CAS-SL@wellspring.edu.lb">CCC-CAS-SL@wellspring.edu.lb</a></p> <p><b>Diploma Programme (DP) Coordinator/ Lebanese Baccalaureate</b>  <a href="mailto:Secondaryprincipalccc@wellspring.edu.lb">Secondaryprincipalccc@wellspring.edu.lb</a></p> <p><b>Director of Learning and Teaching:</b>  <a href="mailto:Directoroflearningandteaching@wellspring.edu.lb">Directoroflearningandteaching@wellspring.edu.lb</a></p>

<b>Behavior</b>	<p><b>Primary School Behavior Specialist</b>  <a href="mailto:Mathafbehavioralspecialist@wellspring.edu.lb">Mathafbehavioralspecialist@wellspring.edu.lb</a></p> <p><b>Early Years Head</b>  <a href="mailto:EYhead@wellspring.edu.lb">EYhead@wellspring.edu.lb</a></p> <p><b>Primary School Principal</b>  <a href="mailto:Mathafprimaryprincipal@wellspring.edu.lb">Mathafprimaryprincipal@wellspring.edu.lb</a></p> <p><b>Middle School &amp; Secondary School Supervisor</b>  <a href="mailto:CCCsupervisor@wellspring.edu.lb">CCCsupervisor@wellspring.edu.lb</a>  <a href="mailto:CCCsupervisor2@wellspring.edu.lb">CCCsupervisor2@wellspring.edu.lb</a></p> <p><b>Middle School Principal</b>  <a href="mailto:MiddleschoolprincipalCCC@wellspring.edu.lb">MiddleschoolprincipalCCC@wellspring.edu.lb</a></p> <p><b>Secondary School Principal</b>  <a href="mailto:Secondaryprincipalccc@wellspring.edu.lb">Secondaryprincipalccc@wellspring.edu.lb</a></p>
<b>Bus Services</b>	<p><b>Bus Services Coordinator</b>  <a href="mailto:Buservice@wellspring.edu.lb">Buservice@wellspring.edu.lb</a></p> <p><b>Director of Student Services</b>  <a href="mailto:NivinE@wellspring.edu.lb">NivinE@wellspring.edu.lb</a></p> <p><b>Bus Hotline:</b> +961 76 018786</p>
<b>Counseling</b>	<p><b>Counselor (Mathaf):</b>  <a href="mailto:Mathafcounselor@wellspring.edu.lb">Mathafcounselor@wellspring.edu.lb</a></p> <p><b>Counselor (CCC – G8 to G12):</b>  <a href="mailto:CCCcounselor@wellspring.edu.lb">CCCcounselor@wellspring.edu.lb</a></p> <p><b>Counselor (CCC – G6 and G7):</b>  <a href="mailto:LaraH@wellspring.edu.lb">LaraH@wellspring.edu.lb</a></p> <p><b>Head of School</b>  <a href="mailto:HOS@wellspring.edu.lb">HOS@wellspring.edu.lb</a></p>
<b>Front Office</b>	<p><b>Front office:</b>  <b>F.O Primary School (Mathaf): +961 1 423444</b>  <a href="mailto:Mathaffrontoffice@wellspring.edu.lb">Mathaffrontoffice@wellspring.edu.lb</a></p> <p><b>Director of Student Services (Mathaf)</b>  <a href="mailto:NivinE@wellspring.edu.lb">NivinE@wellspring.edu.lb</a></p> <p><b>F.O Middle and Secondary School (CCC): +961 1 283683</b>  <a href="mailto:CCCfrontoffice@wellspring.edu.lb">CCCfrontoffice@wellspring.edu.lb</a></p>



	<p><b>Middle School Principal</b>  <a href="mailto:MiddleschoolprincipalCCC@wellspring.edu.lb">MiddleschoolprincipalCCC@wellspring.edu.lb</a></p> <p><b>Secondary School Principal</b>  <a href="mailto:Secondaryprincipalccc@wellspring.edu.lb">Secondaryprincipalccc@wellspring.edu.lb</a></p>
ICT Educational Services	<p><b>Primary School</b>  <a href="mailto:Salamz@wellspring.edu.lb">Salamz@wellspring.edu.lb</a></p> <p><b>Middle &amp; Secondary School</b>  <a href="mailto:Oussamam@wellspring.edu.lb">Oussamam@wellspring.edu.lb</a></p> <p><b>Director of Learning and Teaching:</b>  <a href="mailto:Directoroflearningandteaching@wellspring.edu.lb">Directoroflearningandteaching@wellspring.edu.lb</a></p>
IT	<p><b>Head of IT</b>  <a href="mailto:Layala@wellspring.edu.lb">Layala@wellspring.edu.lb</a></p> <p><b>Director of Operations and Administration</b>  <a href="mailto:Abirm@wellspring.edu.lb">Abirm@wellspring.edu.lb</a></p>
Learning Diversity	<p><b>Learning Diversity Coordinator (Mathaf)</b>  <a href="mailto:Learningdiversitycoordinator@wellspring.edu.lb">Learningdiversitycoordinator@wellspring.edu.lb</a></p> <p><b>Head of School</b>  <a href="mailto:HOS@wellspring.edu.lb">HOS@wellspring.edu.lb</a></p>
Library	<p><b>Librarian (Mathaf):</b>  <a href="mailto:Mathaf librarian@wellspring.edu.lb">Mathaf librarian@wellspring.edu.lb</a></p> <p><b>Primary Years Programme (PYP) Coordinator</b>  <a href="mailto:Pypcoordinator@wellspring.edu.lb">Pypcoordinator@wellspring.edu.lb</a></p> <p><b>Librarian (CCC):</b>  <a href="mailto:CCCLibrarian@wellspring.edu.lb">CCCLibrarian@wellspring.edu.lb</a></p> <p><b>Middle Years Programme (MYP) Coordinator/ Brevet</b>  <a href="mailto:Mypcoordinator@wellspring.edu.lb">Mypcoordinator@wellspring.edu.lb</a></p> <p><b>Diploma Programme (DP) Coordinator/ Lebanese Baccalaureate</b>  <a href="mailto:Secondaryprincipalccc@wellspring.edu.lb">Secondaryprincipalccc@wellspring.edu.lb</a></p> <p><b>Director of Learning and Teaching:</b>  <a href="mailto:Directoroflearningandteaching@wellspring.edu.lb">Directoroflearningandteaching@wellspring.edu.lb</a></p>
Medical Services	<p><b>Nurse (Mathaf):</b>  <a href="mailto:Mathafnurse@wellspring.edu.lb">Mathafnurse@wellspring.edu.lb</a></p> <p><b>Nurse (CCC):</b>  <a href="mailto:CCCNurse@wellspring.edu.lb">CCCNurse@wellspring.edu.lb</a></p>

	<p><b>Wellbeing Coordinator:</b>  <a href="mailto:Wellbeing@wellspring.edu.lb">Wellbeing@wellspring.edu.lb</a></p>
<b>Operations</b>	<p><b>Operations Manager</b>  <a href="mailto:Operations@wellspring.edu.lb">Operations@wellspring.edu.lb</a></p> <p><b>Director of Operations and Administration</b>  <a href="mailto:Abirm@wellspring.edu.lb">Abirm@wellspring.edu.lb</a></p>
<b>Registrar</b>	<p><b>Registrar</b>  <a href="mailto:Registrar@wellspring.edu.lb">Registrar@wellspring.edu.lb</a></p> <p><b>Head of School</b>  <a href="mailto:HOS@wellspring.edu.lb">HOS@wellspring.edu.lb</a></p>
<b>University and Career Counseling</b>	<p><b>University Guidance Counselor (CCC)</b>  <a href="mailto:Secondaryprincipalccc@wellspring.edu.lb">Secondaryprincipalccc@wellspring.edu.lb</a></p> <p><b>Head of School</b>  <a href="mailto:HOS@wellspring.edu.lb">HOS@wellspring.edu.lb</a></p>
<b>Wellbeing and Safety</b>	<p><b>Wellbeing Coordinator</b>  <a href="mailto:Wellbeing@wellspring.edu.lb">Wellbeing@wellspring.edu.lb</a></p> <p><b>Head of School</b>  <a href="mailto:HOS@wellspring.edu.lb">HOS@wellspring.edu.lb</a></p>

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