

St. Thomas Aquinas Catholic Secondary School International Baccalaureate Programme



Complaints and Student Appeals Policy

Philosophy

St. Thomas Aquinas Catholic Secondary School administration and faculty are committed to responding to student and parent concerns promptly and equitably. This is consistent with our schoolwide goal of providing opportunities in a supportive and nurturing environment that is characterized by individual integrity and mutual respect.

Complaints and Student Appeals Procedures

We will provide any student or their parent/guardian the opportunity to discuss a decision or situation that a student considers unjust or unfair. Specifically:

1. Concerns about a student's academic work, instructional materials, and/or the classroom environment/procedures should be brought to the attention of the teacher. Students and parents/guardians are encouraged to discuss problems and complaints through emails, phone calls, and scheduled conferences with the classroom teachers.
2. If the classroom matter remains unresolved after meeting or corresponding with the teacher, the student, their parent/guardian or the teacher may bring the matter to the IB Diploma Programme (IBDP) Coordinator's attention for consideration and action.
3. The IB Programme and students' overall academic performance issues will be handled by the IBDP Coordinator. These may include concerns about admission to the programme, core requirements for Diploma and Certificate Candidates, the internal calendar for Internal Assessments completion, IB assessments, and awarding of diplomas and certificates. All programme policies are posted on the school's website.
4. The IBDP Coordinator can be contacted to begin meetings to determine if special learning accommodations are warranted. The IBDP Coordinator will work with the Special Education Team to resolve any issues of this nature.
5. Parents/Guardians and students are welcome to contact the Head of School when problems cannot be resolved with the teachers or the IBDP Coordinator.

Complaints and Appeals Contacts at St. Thomas Aquinas CSS

Ms. Kathleen Moro, Principal and Head of School

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Halton Catholic District School Board Nondiscrimination in School and Classroom Policy

The Halton Catholic District School Board (HCDSB) is committed to maintaining schools that are spaces with inclusive climates and that support the social, emotional, and mental well-being of all students. As required by federal, provincial and local laws and regulations, the HCDSB shall provide equal opportunities for all students to achieve their maximum potential through the programs and activities offered in the schools without discrimination on the basis of the protected grounds, as per the Ontario Human Rights Code, including ancestry, color, race, citizenship, ethnic origin, place of origin, creed, disability, family status, marital status, gender identity, gender expression, sex and sexual orientation.

The HCDSB is committed to the maintenance of a safe and positive learning environment for all students that is free from discrimination by providing all students course offerings, counselling, assistance, support services, athletics, and extracurricular activities without any form of discrimination. Discrimination is inconsistent with the rights of students and the educational and programmatic goals of the HCDSB and is prohibited at, or in the course of, HCDSB sponsored programs or activities.

Also refer to the HCDSB's Policy No. II-45 Equity and Inclusive Education [II-45-Equity-and-Inclusive-Education.pdf \(hcdsb.org\)](#)

This policy is reviewed and updated annually based on the current IB Guide and the evolving needs of our students. The members of the St. Thomas Aquinas CSS community who contribute to its revisions include the Principal, the DP Coordinator, IB teachers, Catholic School Council members.

Revised January 2024