



Korah Collegiate & Vocational School IB Diploma Programme Complaints Procedures (2026)



Addendum to ADSB Public/Parent Concerns

Korah Collegiate Mission Statement

Korah is committed to an inclusive, academically vibrant community where every student is supported to discover their strengths, pursue their passions, and grow as confident learners. Guided by equity, respect, and appreciation for diversity, we create a safe and supportive environment that develops the knowledge, skills, and character needed for positive local and global citizenship.

Overview

The Algoma District School Board aims to address concerns regarding school matters in a fair, respectful and effective manner. Korah Collegiate follows the policies and procedures outlined by the ADSB's *Public/Parent Concerns* and by the International Baccalaureate's *Programme standards and practices*.

Procedure for addressing a school-based concern

If a parent/guardian or student has a concern, it should first be addressed by contacting the classroom teacher either via phone or Edsby messaging. Arrangements should be made to review the concern at a mutually convenient time. If the concern cannot be resolved at this time, the parent/guardian should contact the IB Diploma Programme Coordinator via phone, email, or Edsby. The coordinator will collect the necessary information from the parent/guardian, student, and staff member to help resolve the issue. A meeting with the stakeholders can be arranged to help clarify the situation. If required, the Head of Student Services and/or the school Principal (or Vice-Principal) will review the complaint and help resolve the matter as quickly as possible. Should no resolution be obtained, the parent/guardian may request that the concern be reviewed by the Superintendent of Education. They will review the concern as it relates to established policies and procedures. If the issue is still not resolved, a request can be made to have the concern reviewed by the Directory of Education (or designate).

Procedure for addressing an IB grade concern

Students who feel their work has been unfairly scored by the IB can appeal an IB grade by requesting an Enquiry Upon Results (EUR). This process can only be initiated by the IB Coordinator, and the student must contact the coordinator via phone, Edsby, or email to submit the EUR. The student is required to assume the cost for the re-grade.

Resources

ADSB *Public/Parent Concerns*. <https://www.adsb.on.ca/addressing-concern-1753896922177>

International Baccalaureate Organization, *Programme standards and practices* (2018; updated 2019, 2020, 2022, 2024).

Turner Fenton Secondary School, *IB Complaints Procedure* (2022).

Last updated: March 2026

This Korah Collegiate & Vocational School IB Diploma Programme Complaints Procedure, along with our other IB Diploma Programme policies are posted on the school website. Please go to korahcvs.adsb.on.ca.