

Mercyhurst Preparatory School

Procedure for Student and Parent/Guardian Complaints

In the spirit of community and consistent with our mission, we at MPS intend to foster a positive and supportive atmosphere among students, parents, faculty and staff as we strive for excellence in academic and co-curricular programs. As such, we encourage open communication among these stakeholders toward our common goals. Furthermore, to the most practical extent, we encourage students to engage in this communication for their own benefit as well as their growth and maturation.

In instances where concerns or dissatisfaction may arise, the civil expression of complaints by students and/or their parents/guardians to the appropriate persons can allow for such concerns to be effectively addressed and resolved. The following procedure is intended to facilitate such resolution.

- A complaint should initially be posed by the student and/or parent guardian to the school personnel most directly involved (teacher, moderator, coach, etc.) in hopes of resolving the issue.
- Should a satisfactory resolution not be reached, the matter should be conveyed to the next highest intermediary to act as a liaison between the parties (guidance counselor for academic concerns, Athletic or Activities Director for co-curricular concerns).
- In the event that the matter remains unsettled and/or the authority required to reach a resolution exceeds that of the intermediary, the complaint should be conveyed to the appropriate administrator (Academic Dean or Dean of Students) depending upon the nature of the issue. That administrator will work with the parties involved toward a resolution.
- In a situation where the parties have not reached a satisfactory resolution with the intervention of the Academic Dean or Dean of Students, the matter will be referred to the Principal. The Principal will weigh the concerns of all involved parties and make a final determination.
- In particular, concerns involving the IB DP program should initially be posed to the IB subject teacher if focused on a specific course requirement. Should a satisfactory resolution not be reached, the matter should be conveyed to the IB DP Coordinator. Matters of concern on the program implementation level should be shared directly with the IB DP Coordinator. In the event that further authority is required to effect a proper resolution, the matter will be referred to the Principal. The Principal will work with the parties involved toward a resolution.

Effective April 2022