



Parent Concerns Policy

Latest Review: March 2026

Review Cycle: 3 Years

Next Review: March 2029



Wellspring Learning Community

Parent Concerns Policy

Contributors to the 2026 review:

Head of School – Dr. Rita Zgheib

Director of Operations and Administration- Dr. Abir Makki

Senior Executive Coordinator - HOS Unit- Zeina Baroudy

Related Policies:

Child Protection Policy

Wellbeing Policy

Teaching and Learning Policy

Behavior Policy

Student Handbook

Approvals - names and signatures:

Chairperson of the Board

Head of School

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 that 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 Head of School Unit if the Complaint Remains Unresolved

If the complaint remains unresolved following Step 1, the complainant is required to complete the online [Parent Complaint Form \(PCF\)](#). The submitted form will be automatically forwarded to the Head of School Unit.

The Head of School Unit will provide the complainant with a written acknowledgment of receipt of the complaint. This acknowledgment will either include a response to the issue(s) raised or inform the complainant that the matter is under investigation, along with an indication of when a full response can be expected.

The investigation process may require the complainant to meet with the Head of School. The Head of School may also consult with relevant parties in order to review the complaint thoroughly and will aim to reach a resolution within 15 working days.

Step 3 - 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 2, or if the complaint involves the Head of School, they may write to the Chairperson of the Governing Board at WellspringGoverningBoard@wellspring.edu.lb. 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 Chairperson. The Chairperson may also talk to the parties involved and should reach a resolution within 15 working days.

Step 4 – 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 1" contact persons*

Head of School	Headofschool@wellspring.edu.lb
Head of School Unit	HOSunit@wellspring.edu.lb
Academics and Behavior	<p><i>Early Years Head:</i> EYhead@wellspring.edu.lb</p> <p><i>Primary Years Programme (PYP) Coordinator:</i> Pypcoordinator@wellspring.edu.lb</p> <p><i>Middle Years Programme (MYP) Coordinator/ Brevet:</i> Mypcoordinator@wellspring.edu.lb</p> <p><i>Diploma Programme (DP) Coordinator/ Lebanese Baccalaureate:</i> DPcoordinator@wellspring.edu.lb</p> <p><i>Primary School Principal:</i> Mathafprimaryprincipal@wellspring.edu.lb</p> <p><i>Middle School Principal:</i> MiddleschoolprincipalCCC@wellspring.edu.lb</p> <p><i>Secondary School Principal:</i> Secondaryprincipalccc@wellspring.edu.lb</p> <p><i>Director of Learning and Teaching:</i> Directoroflearningandteaching@wellspring.edu.lb</p>
Accounting	<p><i>Accounts Receivable Coordinator:</i> Rosy-belleh@wellspring.edu.lb</p> <p><i>Director of Finance:</i> RachaD@wellspring.edu.lb</p> <p><i>Chief Financial Officer:</i> Haifam@wellspring.edu.lb</p>
Admissions	<i>Director of Admissions:</i> NivinE@wellspring.edu.lb
Mathaf Student Life and After School Activities	MathafStudentlife@wellspring.edu.lb
Bus Services	<i>Bus Services Coordinator:</i> Busservice@wellspring.edu.lb

CCC CAS and Service Learning	CAS Coordinator: CCC-CAS-SL@wellspring.edu.lb
Counseling	EY Counselor – Nursery, KG1, KG2- Ms. Jana Daher: janad@wellspring.edu.lb Elementary Counselor – Grades 1, 2, 3, 4, 5- Ms. Daisy Azar elementarycounselor@wellspring.edu.lb Middle School Counselor – Grades 6, 7, 8, 9, 10- Ms. Amira Kazoun: middleschoolcounselor@wellspring.edu.lb Secondary School Counselor – Grades 11, 12- Ms. Candy Zgheib: cccounselor@wellspring.edu.lb Lead Counselor- Ms. Houda Younes: wellspringschoolcounselor@wellspring.edu.lb
Front Office	Primary School (Mathaf): Mathaffrontoffice@wellspring.edu.lb Middle and Secondary School (CCC): CCCfrontoffice@wellspring.edu.lb
ICT Educational Services	Primary School: Salamz@wellspring.edu.lb Middle & Secondary School: Oussamam@wellspring.edu.lb
IT	Head of IT: Layala@wellspring.edu.lb
Learning Diversity	Learning Diversity Coordinator: Learningdiversitycoordinator@wellspring.edu.lb
Library	Librarian (Mathaf): Mathaflibrarian@wellspring.edu.lb Librarian (CCC): CCClibrarian@wellspring.edu.lb
Medical Services	Nurse (Mathaf): Mathafnurse@wellspring.edu.lb Nurse (CCC): CCCnurse@wellspring.edu.lb
Operations	Director of Administration and Operations: Abirm@wellspring.edu.lb
Registrar	Registrar:

	Registrar@wellspring.edu.lb
University and Career Counseling	University Guidance Counselor (CCC): Universityandcareerguidance@wellspring.edu.lb

Works Cited

IBO Complaints Procedure, 2018 accessed on December 21, 2022 from
<https://www.ibo.org/contentassets/fab8ccef45b743c0a68de6f9ea989385/ib-complaints-procedure-nov-2018-en.pdf>

IB Whistleblowing policy, 2018 accessed on December 21, 2022 from:
<https://www.ibo.org/contentassets/fab8ccef45b743c0a68de6f9ea989385/ib-whistleblowing-policy-en-2018-1.pdf>