



INTERNATIONAL BACCALAUREATE OFFICE

OUR ACTIONS WILL IGNITE THE GENIUS AND NURTURE THE GOODNESS WITHIN US ALL

Parent/Legal Guardian and Student Complaint Process

At times throughout the educational process, students and parents might run into various concerns with how or what a student is learning. At Cherokee Trail High School, our goal is to provide the best education we can to all students, adhering to individual education plans and other needs. Despite this goal, we understand that concerns may arise and that we need to be able to address those in a timely fashion in order to keep education accessible for all.

If you have a complaint or concern at any time, please complete [this form](#). Your responses will go directly to the IB Office, and will be addressed within 24 working hours. Please note, if you submit this on a Friday, Saturday, or Sunday, your response may not be seen until the following Monday. Also, if complaints are submitted during the summer hours, we request you also reach out to the main office to ensure notice is received by the IB Office for support.

Goals for Addressing Complaints and Concerns

Our preference in all complaints is that we are able to establish an understanding for all parties involved. If necessary, other school administrators and/or workers may get involved to better serve the needs addressed. This may include Department Coordinators, Deans, Counselors, and Assistant Principals.

Depending on the severity of a complaint or concern, an investigation into the matter may need to be conducted, which does take time to complete. This will be done as quickly as possible, but it may require several days to work through. All complaints are taken seriously and any falsified report may be grounds for dismissal from the IB Programme.

Final Considerations

In order to ensure student needs are being met and all concerns are addressed appropriately, a committee will review and revise this policy annually. This committee will consist of IB parents, IB teachers, the DP coordinator and students. Cherokee Trail will review and revise the complaint process annually because of the changing needs of our population and to ensure that it continues to be central to our DP mission. The reviewed, revised version of the policy will remain housed on our website. Our hope is that a transparent method of communication will encourage more students to engage in the Diploma Programme education.