

# Legal Guardian & Student Complaint Procedures



*Lake Wales High School International  
Baccalaureate Diploma Programme*

In the event that a legal guardian or student has a complaint throughout their tenure as a student in the Diploma Programme, it is best practice to follow the steps below.

### **Complaint/Concern about the Diploma Programme**

Please contact the Diploma Programme Coordinator, Mr. Chance Cook. He can be reached via email at [chance.cook@lwcharterschools.com](mailto:chance.cook@lwcharterschools.com) as well by phone at 863-215-8373. You can also reach out to the Principal/Head of School, Mr. Anuj Saran, at [anuj.saran@lwcharterschools.com](mailto:anuj.saran@lwcharterschools.com) and 863-678-4222.

### **Complaint/Concern about a class**

If the concern is about the scheduling of a class, please reach out to the IB guidance counselor, Ms. Lillian Anderson. She can be reached at [lillian.anderson@lwcharteschools.com](mailto:lillian.anderson@lwcharteschools.com) and 863-678-4222.

If the concern is about the coursework or instruction, please contact the teacher directly via email, Schoology, face-to-face, or by phone and express your concerns. This gives the teacher the opportunity to clear up any misunderstandings. Teachers can be reached via their email, Schoology, or by calling the school at 863-678-4222 and asking for that teacher directly. If the complaint/concern cannot be resolved with the teacher directly, please contact the Diploma Programme Coordinator, Mr. Chance Cook. He can be reached via email at [chance.cook@lwcharterschools.com](mailto:chance.cook@lwcharterschools.com) as well by phone at 863-215-8373.

### **Complaint/Concern involving another student**

Please reach out to the Diploma Programme Coordinator, Mr. Chance Cook. He can be reached via email at [chance.cook@lwcharterschools.com](mailto:chance.cook@lwcharterschools.com) as well by phone at 863-215-8373. If the concern involves a serious disciplinary incident, you are welcome to reach out to one of the deans of students. Ms. Stacey Butcher, Mr. Adam Moore, and Mr. Tavaris Johnson are the Deans for Lake Wales High School. They can be reached at 863-678-4222 and via email at [stacey.butcher@lwcharterschools.com](mailto:stacey.butcher@lwcharterschools.com), [adam.moore@lwcharterschools.com](mailto:adam.moore@lwcharterschools.com), & [tavaris.johnson@lwcharterschools.com](mailto:tavaris.johnson@lwcharterschools.com). It is important to remember that if you have a problem, or think you may have a problem, we would love to help you solve your problem. Please reach out before things escalate.

### **Miscellaneous Complaints/Concerns**

We know that it is not possible for us to list all the possible concerns/complaints that may arise throughout your time in the Diploma Programme at Lake Wales High School. It is our desire to give each and every student the best quality education possible and to make their experience a pleasant one. If you have any complaints/concerns that are not listed above, please reach out to the Diploma Programme Coordinator, Mr. Chance Cook. He can be reached via email at [chance.cook@lwcharterschools.com](mailto:chance.cook@lwcharterschools.com) as well by phone at 863-215-8373.

