



**W. H. Council Traditional School – an IB World School  
Parent/Guardian/Student Complaint Procedures**

Established: September 2020

**IB Mission Statement**

The International Baccalaureate aims to develop inquiring, knowledgeable and caring young people who help to create a better and more peaceful world through intercultural understanding and respect. To this end, the organization works with schools, governments and international organizations to develop challenging programmes of international education and rigorous assessment. These programmes encourage students across the world to become active, compassionate and lifelong learners who understand that other people, with their differences, can also be right.

Parents and students do have the right to register complaints regarding IB programme-related decisions taken by the school. The steps are:

- 1) Fill in the IB PYP Complaint form.
- 2) Email this form to the student's teacher and the IB Coordinator within the academic quarter.
- 3) Upon careful review, the teacher and IB coordinator will discuss the complaint and share the results with the parent and students.
- 4) The complaint form will be filed in the office for future reference.