



Wayside
Sci-Tech HS



Wayside: Sci-Tech High School IB Parent and Student Complaint Procedures

Wayside: Sci-Tech High School offers the International Baccalaureate Diploma Programme (DP) in alignment with the standards and practices outlined by the International Baccalaureate Organization (IBO). In the event that a parent/guardian and/or scholar has a complaint in regards to the Diploma Programme at Wayside: Sci-Tech High School, the following protocol and procedures shall be followed:

Wayside: Sci-Tech High School IB Complaint Protocol

Tier One: The parent/guardian and scholar should contact their IB teacher with any concerns they may have regarding their academics.

Tier Two: If, after meeting with the teacher the concern/complaint is not resolved, the parent and student should meet with the IB Coordinator and 11th and 12th grade administrator. This meeting will be focused on transparent communication of IB expectations and policies, and all stakeholders will collaborate together in order to find a suitable solution to the concern presented.

Tier Three: If the matter is not resolved after the steps outlined above, a meeting with the campus Principal, IB Coordinator, parent/guardian, and scholar will be scheduled. This meeting will further discuss the concern and possible solutions that are aligned to Wayside Schools and IBO policies. A final decision will be reached by the tier three meeting participants; if the concern persists the parent/guardian and scholar may follow the appeals process outlined below.

Wayside: Sci-Tech High School IB Complaint Appeals Protocol

Parents/guardians and scholars may file an appeal if they believe that the final decision reached in the Tier Three meeting does not adequately address the concern. [Appeals](#) should be filed in writing by email to the Chief Academic Officer (CAO) Susan Pommerening, at spommerening@waysideschools.org.