



Shawnee Mission East High School:
An International Baccalaureate World School
Parent/Legal Guardian Complaint Procedure



When a student or parent has a complaint concerning the classroom, policies, or question about the IB program, students and parents should address the matter with the student's teacher first. If that does not result in a satisfactory conclusion they may take it from there, and can forward the concerns (if they see fit) to the IB coordinator. The following actions may be taken on an as needed basis:

- The IB coordinator works with the student, parents, and teachers depending on the situation.
- If the parent and student are still not satisfied with the decision, they may talk to the student's alpha administrator who then works within the district guidelines (if necessary) to find a conclusion.
- If there is a need to continue the conversation, at that point the head building principal would be asked to work with the family as well.

Students and parents wishing to appeal a decision made by the IB program should talk to the Director of Secondary Services.

If the complaint is about harassment, then the district policy Prohibition of Discrimination, Harassment, and Retaliation, Policy AC is the guiding document. For more information, please see the [linked Policy AC](#).

This procedure is available for all families and members of the community of Shawnee Mission East IB Website. This procedure is approved each year by the IB teachers and administration at Shawnee Mission East.

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