

Thornton Township High School International Baccalaureate Diploma Programme Complaints Procedure/Policy

Philosophy

One goal of the International Baccalaureate Programme is to develop and embrace understanding and respect. The IB mission statement emphasizes that “other people, with their differences, can also be right.” Within any school community, there will naturally be differences in perspectives and opinions that may lead to conflicting points of view.

Students and families who are part of the Thornton Township High School IB Programme have the right to provide feedback and address concerns through an effective and respectful means of communication. Thornton Township High School believes that listening to questions and concerns can lead to improvements in the IB programme and ultimately provide better opportunities for students.

Anyone who is part of the IB Programme (course or diploma candidate) may make a complaint to the Thornton Township High School IB Programme.

Informal Procedure

The IB Programme at Thornton Township High School encourages all parties to first attempt to resolve complaints through informal communication. Many concerns stem from misunderstandings rather than intentional issues. These conversations help students build self-advocacy skills and problem-solving methods.

Step 1: The complainant communicates directly with the classroom teacher regarding the concern. The teacher should respond by the end of the next school day.

Step 2: If not resolved, the complainant contacts the IB Coordinator for assistance in reaching resolution.

Step 3: If the matter remains unresolved, the complainant may contact the Assistant Principal overseeing the IB Programme.

Step 4: If still unresolved, the complainant may escalate the concern to the school principal (Head of School).

Step 5: If the issue remains unresolved, the complainant begins the formal complaint process.

Formal Procedure

To submit a formal complaint, the following steps should be followed:

1. **Written Submission:** Submit the complaint in writing (email) to the IB Coordinator. Please include detailed information about the concern and any prior attempts to resolve the matter. Formal complaints should be submitted within two months of the incident.
2. **Acknowledgement:** The complainant will receive confirmation of receipt of the complaint within three school days.
3. **Investigation:** An investigation will be conducted by the IB Coordinator in collaboration with the Assistant Principal overseeing the IB Programme, the school principal, and, if appropriate, the District Office of Curriculum & Instruction.
4. **Resolution:** A resolution will be communicated to the complainant within twenty school days of filing the complaint. If additional time is necessary, the complainant will be notified with an updated timeline for response.

External Complaints to the IBO

Most complaints regarding the IB Programme at Thornton Township High School should be directed first to the IB Coordinator. However, there is a process for complaints that may be submitted directly to the International Baccalaureate Organization (IBO).

The IB's official complaints procedure can be accessed here: [IBO Complaints Procedure \(PDF\)](#)

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