

Westward International Baccalaureate Magnet School
Parent Legal Guardian and Student Complaint Procedure
Established May 2023

School Vision

Westward elementary seeks to develop inquisitive lifelong learners who explore the world from a global perspective. We desire to create a safe and nurturing environment that promotes academic success and character development.

As an International Baccalaureate (IB) World School, we are also aligned with the IB Organization's mission and Learner Profile.

IB Mission Statement

Westward Elementary International Magnet School encourages the development of knowledgeable, principled, and caring students who strive to become active citizens of their global community. The responsibility for the development of each child is shared by the home, school, and community.

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.

Communication is a key element of an effective partnership. We have an "open door" policy however in order to be sure to be able to see the person you wish to speak with, it is always better to make an appointment. Teachers are generally available between 7:00am-7:70 am or 2:30-3:00 daily but may not be available due to meetings, clubs & activities.

The school has many different ways in which we communicate with the parent community. Important information and events are regularly communicated through e-mail or Class Dojo. Our school calendar can be found on our website. Classroom newsletters are sent out by coaches and classroom

teachers. We have SAC and PTO meeting once per month and numerous Parent Evenings throughout the year to discuss relevant issues, and student data beginning of the school year.

The school also has numerous ways in which we report on student progress. Teachers can communicate daily through our portal SIS.

Parent Teacher Conferences are held monthly or as needed, depending on the school breaks. Report Cards are sent home at the end of each trimester. Parents are also encouraged to make an appointment with a teacher or the administration anytime they have a question or a concern.

Lines of Communication

There are many different ways for you to communicate with the School. We have established a communication hierarchy in order to serve you and your children. It is always best to try to solve a problem or have an issue clarified at the appropriate level. Therefore, we ask that you follow the communication path for offering suggestions or solving problems.

Protocol

1. Contact the **child's teacher** regarding classroom concerns, specifically regarding the child's work, behavior, materials, or classroom needs.
2. Contact the **counselor**, Dionne Smith, for issues regarding any items of a personal or private nature that require her support or services. (561-653-5200)
3. Contact the **PYP Coordinator**, Bernadette Beneby, for any concerns regarding the IB programme at Westward including 5th-grade exhibition, policies, units of inquiry, or any other general IB PYP programme questions or issues. (561-653-5200)
4. Contact the **administrators**, Bobbie Brooks Jr. (Principal) or Mrs. Jessica Jelks (AP), if concerns are not resolved and/or persist. Administrators can also be contacted for larger issues like health and safety issues that affect the entire campus.
5. (561-653-5200)
6. If the parent/guardian/student is dissatisfied with the conclusion of the formal complaint review, they may contact the **Area Superintendent** Mrs. Bush.

7. The concern and complaint procedure are reviewed every two years in the first semester of the school year and in preparation for program evaluation. During the review period, updates to IBO programme documentation are reviewed, and all stakeholders are invited to provide feedback. The pedagogical leadership team considers both inputs and revises the procedure as appropriate. The policy is highlighted each fall to promote continued awareness for students, parents, staff, and other community members. The concern and complaint procedure can be accessed digitally on the school website and Google Drive Last revised - May 2023.

Policy Review every 2 years or as needed

Policy Committee

Bernadette Beneby- PYP Coordinator
Bobbie Brooks (Principal) Jessica Jelks Head of School
Administration Team (Nehemie Duval, Terill Ridgell,
Donna Russo, Brandine, Mrs. Reisner, Woodard)