



Guardian and Student Complaint Procedures

The International Baccalaureate Diploma Program is an independent entity that is offered at North Central High School. The IB gives local schools some latitude in how the program is delivered, for example, which options are available within a particular group [subject area], how day is scheduled or what particular curriculum [in some instances] is taught.

Other aspects of the program are beyond local capacity to negotiate. This includes the requirements for successful completion.

This means that some issues of complaint may go beyond the school's ability to remedy. However, in instances where a concern is of local creation, the following process will be followed.

Should the complaint be related to routine classroom instruction or evaluation the process is:

1. Contact the teacher with the complaint.
2. Should the concern not be resolved, elevate the complaint to the appropriate department chair.
3. Should the concern not be resolved, elevate the complaint to the assigned assistant principal.
4. Should the concern not be resolved, elevate the complaint to the building principal.

Should the complaint be related to specific structure or coordination of the Diploma Program at NCHS:

1. Contact coordinator with complaint.
2. Should the concern not be resolved, elevate the complaint to the appropriate assistant principal.
3. Should the concern not be resolved, elevate the complaint to the building principal.
4. Should the concern not be resolved, elevate the complaint to the director of teaching and learning, grades 9-12, at the central office.

Policy Review

This policy was reviewed and approved for the 2025-2026 school year and beyond.