

# Buckland Mills Complaint Policy

The staff and leadership at Buckland Mills are partners in education and want to be responsive and supportive of our community the best we can. If you have a complaint, you can expect the school to deal with it swiftly and professionally. Whenever there are concerns, questions or complaints, parents and students are always welcome to discuss these so that a solution can be reached. The first step is to discuss any issue with your child's classroom teacher or corresponding staff member. Discussion and resolution to a situation usually requires the full attention of the teacher or staff member, so a meeting should be scheduled so that it does not interfere with instructional time. If the meeting does not resolve the situation, parents can contact Principal Odedra [odedramx@pwcs.edu](mailto:odedramx@pwcs.edu) or Assistant Principal Harrison [harriser1@pwcs.edu](mailto:harriser1@pwcs.edu). If you have questions regarding the IBPYP Programme, please contact the coordinator, Tessa Swiger at [swigertr@pwcs.edu](mailto:swigertr@pwcs.edu). If you would like to begin a formal grievance process within the school, please use the links to the PWCS regulations to become more knowledgeable about our policies and then you may complete and submit the form by using the link at the bottom of the page. We will continue to monitor and adjust our complaint procedure to ensure effective communication and honors our commitment to continuous improvement.

PWCS Policies and Regulation links:

[Complaint Procedures for Student Claims of Discrimination or Harassment](#)

[Complaints for Discrimination and Harassment](#)

[Bullying of Students](#)

[Code of Behavior](#)

[Link to form to file a formal complaint and begin the grievance process](#)