



**YANGON  
AMERICAN**  
INTERNATIONAL  
SCHOOL

# **Concerns and Complaints Procedure**

**Yangon, Myanmar**

**March 2025 (V. 1.0)**

# YA Mission and Vision

## **Mission:**

Yangon American cultivates multi-cultural unity by empowering student inquiry and conceptual based learning through holistic, individualized, and reflective practices that produce globally competitive students.

## **Vision:**

Yangon American aims to foster an inclusive community that embraces diversity, promotes equality, and brings digital innovations to provide quality education that is relevant to communities at home and abroad.

# Concerns and Complaints Procedure for Yangon American

## 1. Purpose

This procedure aims to provide a clear, fair, and transparent process for addressing concerns, feedback and complaints raised by students, parents, staff, or other members of the school community. It aligns with the International Baccalaureate's ("IB") mission, philosophy and commitment to fostering a culture of respect, open communication, and continuous improvement.

## 2. Principles

Yangon American adheres to the following principles to provide an effective communication framework for all stakeholders:

- **Learner-Centered Approach:** The well-being and development of students are at the heart of all decisions.
- **Transparency:** The process is clear and accessible to all members of the school community, including parents, students, staff and all related stakeholders.
- **Fairness:** All concerns and complaints are treated impartially and without bias. You will be given every opportunity to put forward your complaint, and you can be assured that we are listening.
- **Confidentiality:** Information is handled sensitively and shared only with those directly involved.
- **Timeliness:** Concerns and complaints are addressed promptly and efficiently.
- **Continuous Improvement:** Feedback is used to reflect on and improve school practices.

## 3. Scope

This procedure applies to concerns or complaints related to:

- Teaching and learning practices.
- Student well-being and support.

- Implementation of the IB Primary Years Programme (“PYP”) and Middle Years Programme (“MYP”), including assessment and IB Programme decisions made by the school.
- Communication or interactions within the school community.
- Any other matters affecting the school’s operations or environment.

#### 4. What this Procedure Does Not Address

Complaints relating to decisions made by the International Baccalaureate Organization. These are subject to a distinct procedure provided by IB. (See [ib-complaints-procedure-nov-2018-en.pdf](#))

#### 5. Stages of the Procedure

*\*Complaints must be made within **two weeks** of the occurrence, to ensure a timely response and resolution\**

##### Stage 1: Informal Resolution

- **Step 1:** Raise the concern informally with the relevant person involved (e.g., Teacher or PYP/MYP coordinator or staff member). You will be redirected to the correct person, if necessary.
- **Step 2:** Discuss the issue openly and work together to find a resolution.
- **Step 3:** If resolved, no further action is required. If unresolved, proceed to **Stage 2**.

##### Stage 2: Formal Complaint

- **Step 1:** Submit a formal complaint in writing to the appropriate person (e.g., PYP/MYP Coordinator, Vice Principal, or Head of School). The complaint should include:
  - Details of the concern.
  - Steps already taken to resolve it, including relevant timeline.
  - Contact details.
  - Desired outcome.
- **Step 2:** The school will acknowledge receipt of the formal complaint within **48 hours** and initiate an investigation.

- **Step 3:** A meeting will be arranged with the relevant parties and complainant, as required, to discuss the issue further.
- **Step 4:** The school will provide a written response within **three (3)** working days, outlining the findings and proposed resolution. Where more time is required, the school will advise the complainant.

### **Stage 3: Escalation**

- If the complainant is unsatisfied with the outcome of Stage 2, they may escalate the matter to the School Board at michael@asia-strategic.com.
- The Board will review the complaint and provide a final decision within **ten (10)** working days.

## **6. Recording and Monitoring**

- All formal complaints will be recorded confidentially in a central log.
- The school will analyze trends in complaints to identify areas for improvement and ensure alignment with IB standards and practices.

## **7. External Mediation**

If the complaint cannot be resolved internally, the school may engage an independent mediator or refer the matter to the relevant IB regional office, ensuring compliance with IB policies and procedures.

## **8. Communication**

This procedure will be shared with all members of the school community through:

- The school website and handbook.
- Parent and staff meetings.
- Orientation sessions for new families.

