## Student, Parent and Guardian COMPLAINTS MANAGEMENT FLOWCHART

This flowchart outlines Brisbane Catholic Education's (BCE) approach to managing and resolving complaints from students, parents and guardians.

## **Scenario 1: Making a complaint about a teacher or student**

The student, parent or guardian talks with teacher and they work together to resolve the matter

If the matter cannot be resolved, the student, parent or guardian talks with a senior school employee

e.g. Deputy Principal, Assistant Principal or other nominated school employee and they work together to resolve the matter If the matter cannot be resolved, the student, parent or guardian talks with principal and they work together to resolve the matter

## Scenario 2: Making a complaint about a school's complaints processes

The student, parent or guardian talks with senior school employee

e.g. Deputy Principal, Assistant Principal or other nominated school employee and they work together to resolve the matter If the matter cannot be resolved, the student, parent or guardian talks with principal and they work together to resolve the matter

If the matter cannot be resolved, the student, parent or guardian submits written request for review to principal

## **Scenario 3: Making a complaint about a principal**

The student, parent or guardian escalates complaint to **Head, School Progress and Performance** via **BCE online complaint form** OR **SchoolEnquiry@bne.catholic.edu.au** 

