

# Student, Parent and Guardian Complaints



## FACT SHEET

### **1. Purpose**

The purpose of this fact sheet is to outline Brisbane Catholic Education's processes for managing complaints from students, parents, and guardians.

### **2. Guiding principles**

Brisbane Catholic Education applies the following principles when managing complaints:

- students, parents, and guardians have a right to voice complaints
- complaints are resolved promptly and at the point of receipt, where possible
- complaints will be handled fairly, objectively, and confidentially
- students, parents, and guardians will not be adversely affected by making a complaint
- complaints help us to improve our services.

### **3. Responsibilities**

The Principal has delegated responsibility for the everyday operations of the school in accordance with Brisbane Catholic Education policies, procedures, and guidelines.

Student, parent, and guardian responsibilities are as follows:

- work with school employees to resolve the complaint
- provide the school with a clear description of the complaint and desired outcome
- provide all relevant information and documentation to the school when the complaint is made
- understand that resolving complaints may take some time
- inform the school of changes affecting the complaint
- cooperate in a respectful way with school employees and understand that unreasonable conduct may lead to the complaint not being processed.

### **4. How to make a complaint**

- a. In the first instance, the student, parent, or guardian talks with a teacher or other school employee, and they work together to resolve the complaint.
- b. 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 complaint.
- c. If the matter cannot be resolved, the student, parent or guardian talks with the Principal, and they work together to resolve the complaint.

## **5. Complaints Handling Process**

1. Receive and Assess: Acknowledge the complaint promptly and document all relevant details. Assess the risk and urgency of the issue to determine the appropriate course of action moving forward.
2. Action and Respond: Investigate the complaint thoroughly, involving necessary parties if required. Communicate with the complainant to gather further information, clarify concerns and provide updates on progress.
3. Findings and Outcome: Review the facts and evidence gathered during the investigation. Clearly communicate the outcome, including any resolutions or remedial actions taken.
4. Close and Improve: Formally close the complaint, ensuring all documentation is complete. Analyse trends and feedback to identify opportunities for school improvement.

## **6. Request for review**

If dissatisfied with the school's complaints handling process, a student, parent, or guardian may submit a written request for a review to the Principal. If a student, parent or guardian is dissatisfied with the Principal's review, you may contact BCE School Operations and Programs team via email [SchoolEnquiry@bne.catholic.edu.au](mailto:SchoolEnquiry@bne.catholic.edu.au) or telephone (07) 3033 7397 or by completing an online form [Brisbane Catholic Education Complaints Form](#).

## **7. Response timeframes**

The time required to resolve a complaint depends on its complexity, nature, and employee availability. Receipt of a complaint will be acknowledged as soon as possible.

Additional time may be required if a complaint is submitted toward the end of a school term or outside of school terms.

## **8. More information**

Contact the school office and visit the [BCE website](#).

## **9. Definition**

Complaint	A complaint is an expression of dissatisfaction or a concern about BCE that is related to its services or dealings with individuals, that form allegations about the conduct of its staff, volunteers or other individuals engaged by the organisation, another child or young person at the organisation, or relate to the handling of a prior concern.
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## Document Control

Fact sheet title	Student, Parent and Guardian Complaints Fact Sheet
Fact sheet Owner	School Operations and Programs
Delegations No.	7.8
Date issued	11/12/2025
Date Review	11/12/2028
Version No.	3.0