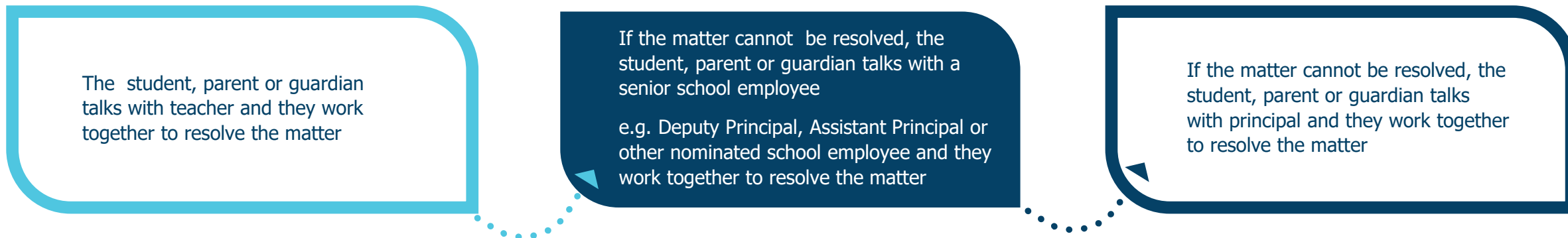


Student, Parent and Guardian COMPLAINTS MANAGEMENT FLOWCHART

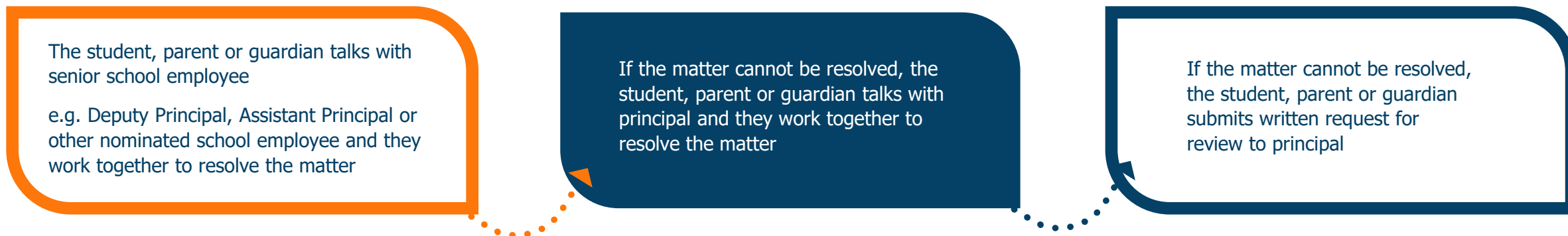
This flowchart outlines Brisbane Catholic Education's (BCE) approach to managing and resolving complaints from students, parents and guardians

Definition: A complaint is an expression of dissatisfaction or a concern about BCE that is related to its services or dealing 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.

Scenario 1: Making a complaint about a teacher or student



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



Scenario 3: Making a complaint about a principal

The student, parent or guardian escalates complaint to **School Operations and Programs Lead** via **[BCE online complaint form](#)** OR **SchoolEnquiry@bne.catholic.edu.au**