

# 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

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 **School Operations and Programs Lead** via  
**BCE online complaint form** OR **SchoolEnquiry@bne.catholic.edu.au**