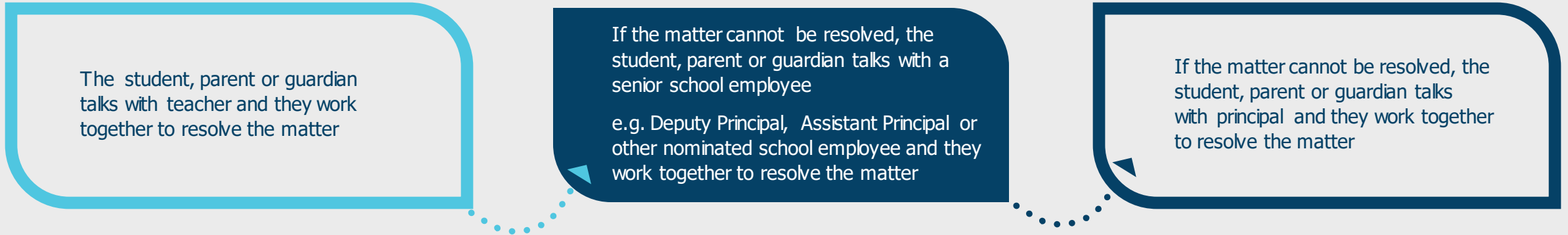


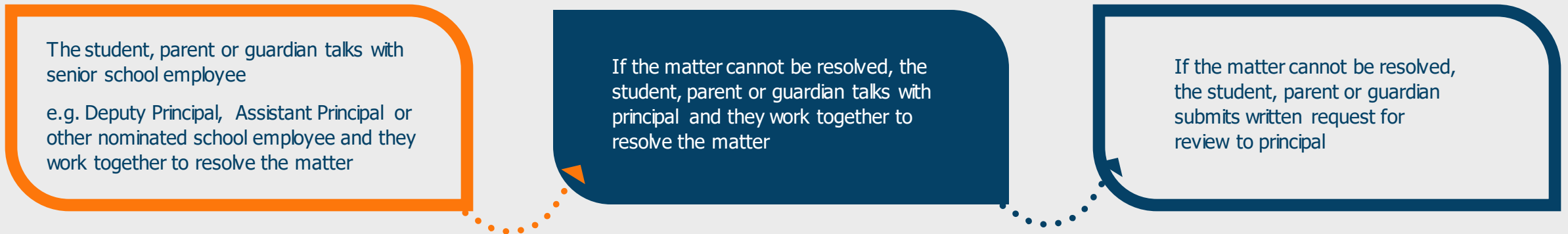
Student, Parent and Guardian COMPLAINTS MANAGEMENT FLOWCHART

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



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 **Head, School Progress and Performance** via **[BCE online complaint form](#)** OR **SchoolEnquiry@bne.catholic.edu.au**