

Community - Student, Parent and Carer COMPLAINTS HANDLING FLOWCHART

This flowchart outlines Bundaberg Christian College's (BCC) approach to managing and resolving complaints from students, parents and carers.

Scenario 1: Making a complaint about a teacher or student

The student, parent or carer talks with teacher about their concern and they work together to resolve the matter

If the matter cannot be resolved, the student, parent or carer talks with a senior school staff.
e.g. Deputy Principal, Head of School or other nominated school employee and they work together to resolve the matter

If the matter cannot be resolved, the student, parent or carer talks with Principal and they work together to resolve the matter

Scenario 2: Making a complaint about the College's complaints processes

The student, parent or carer talks with senior school staff.
e.g. Deputy Principal, Head of School or other nominated school employee and they work together to resolve the matter

If the matter cannot be resolved, the student, parent or carer talks with Principal and they work together to resolve the matter

If the matter cannot be resolved, the student, parent or carer submits written **request for review** to Principal

Scenario 3: Making a complaint about the Principal

The student, parent or carer escalates complaint to the College Board via [BCC Complaint Form](#) OR Board@bcc.net.au

