



Bundaberg Christian College
Education with Wisdom

BCC Complaints Handling Policy

“EDUCATION WITH WISDOM”

“**Wisdom** is supreme; therefore get wisdom. Though it cost all you have, get **understanding.**”

(Proverbs 4:7)

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Respect | Integrity | Servanthood | Excellence

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Purpose

The purpose of this policy is to provide written processes for receiving, assessing, investigating and otherwise dealing with complaints and disputes in accordance with the principles of natural justice and procedural fairness.

Scope

Any person directly affected by the subject of a complaint. Examples may include staff, students or a student's parent or carer, contractors, or community members.

References

- *Education (Accreditation of Non-State Schools) Regulation 2017 (Qld)*
- *Fair Work Act 2009 (Cth)*
- *Work Health and Safety Act 2011 (Qld)*
- *Privacy Act 1988 (Cth)*
- *Anti-Discrimination Act 1991 (Qld)*
- *Australian Human Rights Commission Act 1986 (Cth)*
- *Sex Discrimination Act 1984 (Cth)*
- *Age Discrimination Act 2004 (Cth)*
- *Disability Discrimination Act 1992 (Cth)*
- *Racial Discrimination Act 1975 (Cth)*
- *Standards Australia, Guidelines for complaint management in organizations (ISO 10002:2022, NEQ)*
- *BCC Enterprise Agreement (2022)*
- *BCC Enrolment Contract/Terms and Conditions*
- *BCC Child Protection Policy*
- *BCC Work Health and Safety Policy*
- *BCC Behaviour Management Procedures*
- *BCC Anti-Bullying Policy*
- *BCC Codes of Conduct; Student, Parent and Staff*
- *BCC Sexual Harassment Policy*
- *BCC Disability Discrimination Policy*
- *BCC Privacy Policy*
- *BCC Board Constitution*

Policy Statement

Bundaberg Christian College ('the College') acknowledges the right of students, parents/carers, staff and others to complain when dissatisfied with the College's services, including an action, inaction or decision of the College. The College encourages constructive criticism and complaints. Complaints are an important part of being accountable and the College is committed to ensuring that complaints received are handled in a responsive, efficient, consistent, effective, transparent and fair way.

The College will ensure employees can recognise, receive, and appropriately refer complaints to the informal or formal complaints procedure.

The College recognises that time spent on handling complaints can be an investment in better service to students and parents/guardians and a better culture for employees, and views complaints as part of an important feedback and accountability process.

Definitions

- Complaint** An expression of dissatisfaction or concern made to or about the College, about a matter set clause '*Complaints that may be Resolved under this Policy*' of this policy, Complaints can be informal or formal, depending on the level of seriousness.

Concern	A concern about a matter that is likely to be simple, straight forward, easily manageable, or minor, where a simple or quick resolution is appropriate such as discussion of the matter with a relevant staff member.
Formal Complaint	A complaint about a matter that is serious, complex or may pose a threat to the health and safety of any person. Examples include serious allegations or breaches of policy, complaints against a senior staff member, including the Principal or an informal complaint that could not be resolved informally. Assessment of the complaint is required by Principal or Deputy Principal.
Complainant	The person, organisation or their representative making a complaint. ¹
Respondent	The entity and/or person(s) against whom a complaint is made under this policy.

Complaints Handling Principles

The College will manage complaints according to the following (which include principles of procedural fairness):

- complaints will be taken seriously, dealt with fairly and objectively, without judgement and addressed in a reasonable timeframe
- complaints should be resolved with as little formality and disruption as possible, having regard to the nature of the complaint
- interested parties to the complaint (for example, the complainant and any respondent) have the right to be heard and/or may provide relevant information in relation to the complaint and to expect that procedural fairness will be observed.
- confidentiality and privacy will be maintained as much as possible
- the complainant and any respondent will be offered support as appropriate
- victimising behaviour towards a complainant, respondent or other people associated with the complaint, will not be tolerated
- complainants that lodge a complaint on reasonable grounds will not suffer any other reprisals on the basis of the lodging the complaint.

The College's aim is for the prompt resolution of complaints, ideally without there being a need for a formal complaint to be made. As the Board appoints the Principal to manage the day-to-day operations of the College, a review by the Board Chair should be a last resort.

Timeframes listed in this policy are only a guide and can vary due to the nature of the complaint and surrounding circumstances. Where timeframes set out in this policy cannot be met, the College will strive to communicate with the affected parties about the status of the complaint, and the steps taken (or to be taken) to progress a resolution.

Please note the processes outlined in this policy are intended to be conciliatory, non-adversarial and non-legal.

Complaints that may be Resolved under this Policy

The College encourages anyone who feels impacted by an issue involving the College to file a complaint about:

- a. The College, its employees, volunteers, work experience persons, or students:
 - having done something wrong
 - failed to do something they should have done
 - having acted unfairly or impolitely
- b. Issues related to:
 - behaviour that are contrary to the relevant behaviour management policy or code of conduct, including inappropriate staff conduct as reported by a student.²
 - learning programs, assessment and reporting of student learning
 - communication with students or parents or between employees
 - College fees and payments

¹ Standards Australia, *Guidelines for complaint management in organizations (ISO 10002:2018, NEQ)*, s.4.2

² Education (Accreditation of Non-State Schools) Regulation 2017 s.16(2)(a)

- general administrative issues
- non-compliance with a process outlined in College policies or procedures, for example the *BCC Child Protection Policy*, *BCC Disability Discrimination Policy*, or *BCC Privacy Policy*.³
- health and safety
- behaviour that may affect the reputation of the College

Student complaints may be brought by students or by parents on behalf of their children, as appropriate in the circumstances.

Issues Outside this Policy

The following matters are outside the scope of this policy and should be managed as follows:

- Child protection concerns including allegations of sexual abuse, likely sexual abuse or harm to children should be dealt in accordance with the *BCC Child Protection Policy*.
- Complaints about students being bullied, harassed or victimised should be dealt with under the *BCC Anti-Bullying Policy* or *BCC Behaviour Management Procedures*.
- Student discipline matters, including matters involving suspension or expulsion, should be dealt with under the *BCC Behaviour Management Procedures*.
- Student or employee violence or criminal matters should be directed to the Principal who will involve the Police as appropriate.
- Disputes between Board Directors/Members should be dealt with in accordance with the *BCC Board Constitution*.
- Formal legal proceedings should be managed as appropriate in the circumstances.

If required, the College can help complainants to determine how their complaint should be made. Any such enquiries are to be directed to the Principal.

Nothing in this policy prevents a person from taking any lawful action in connection with a complaint, such as seeking advice or making a claim or report to an external party.

College-initiated investigations

The College reserves the right to initiate its own investigation into any matter it deems appropriate, regardless of whether a formal complaint has been lodged. This may occur when the College becomes aware of potential breaches of policies, unethical behaviour, safety concerns, or any other issue that may impact the wellbeing of students, staff, or the broader College community. Investigations may be conducted by internal staff or external parties as determined by the College. All investigations will be carried out in accordance with relevant policies, legal requirements, impartiality and the principles of fairness and confidentiality.

Responsibilities

College

The College has the following roles and responsibilities:

- Provide a complaints process that is open, effective and easy to use
- develop, implement, promote and act in accordance with this Complaint Handling Policy and Procedure
- appropriately communicate this policy to students, parents/carers, employees, volunteers, independent contractors, and work experience or vocational placement students
- ensure that this policy is readily accessible by staff, students, parents/carers and others in the College community on the College's portals and communication platforms, as well as being published on the College's website
- upon receipt of a complaint, manage the complaint in accordance with this policy and ensure it is dealt with as swiftly and comprehensively as possible
- ensure that appropriate support is made available to all parties to a complaint
- take appropriate action to prevent victimisation or action in reprisal against the complainant, respondent or any person associated with them

³ Education (Accreditation of Non-State Schools) Regulation 2017 s.16(5)

- appropriately implement remedies and evaluate effectiveness
- appropriately train relevant employees
- Maintain complaints register and all relevant information relating to complains, including but not limited to, correspondence and actions taken/complaint resolution
- conduct a review/audit of the *BCC Complaints Register* at regular intervals, including reports to the College Boards. The register can only sit with the Principal and will be tabled by the Principal before the Risk and Compliance Committee (and Board) at least once per year.
- report to the College's insurer when that is relevant.
- Review the effectiveness of the Complaint Handling process.
- Monitor and report to the governing body on complaints.
- Report to The College's insurer when that is relevant.
- Report as necessary to external bodies as required.
- Refer to The College's governing body immediately any claim for legal redress.

All Parties to a Dispute

The complainant and respondent both have the following roles and responsibilities:

- Apply and comply with this Complaint Handling Policy and Procedure
- Lodge the complaint as soon as possible after the issues arises
- provide complete and factual information in a timely manner
- not provide deliberately false or misleading information
- not make frivolous or vexatious complaints or retaliatory complaints
- act in good faith and maintain a mutually beneficial relationship of trust and cooperation
- act in a calm, courteous manner and non-threatening manner
- acknowledge that a common goal is to achieve a reasonable outcome committed to the wellbeing and good education outcomes for our students acceptable to all parties
- recognise that all parties have rights and responsibilities which must be balanced
- maintain and respect the privacy and confidentiality of all parties
- not victimise or act in reprisal against any party to the dispute or any person associated with them.

Employees Receiving and/or Managing Complaints

Employees receiving and/or managing complaints have the following roles and responsibilities:

- act in accordance with this Complaint Handling Policy and Procedure
- refer the complainant to this policy and provide additional information as necessary
- maintain confidentiality as far as possible
- keep appropriate records
- forward complaints to more senior employees, including the Principal, if the complaint cannot be resolved at the initial level or if it involves serious issues that require the involvement of more senior employees, as appropriate
- not victimise or act in reprisal against the complainant, respondent or any person associated with them.
- Inform the party lodging the complaint of how complaints can be lodged, when they should be lodged and what information is required.
- Provide the complainant with information about any support or assistance available to assist them in lodging their complaint.
- Provide the complainant with a copy of The College's Complaints Handling Policy and Procedures, providing awareness of how their complaint will be handled.
- Advise complainants of how feedback will be given and within what timeframes.

Implementation

The College is committed to raising awareness of the process for resolving complaints, including by the development and implementation of this policy and via the clear support and promotion of the policy. This policy is available to parents, students, staff and the College community via the College's website.

This policy (or aspects thereof) will also feature in communications to parents via newsletters and welcome letters as required.

The College is also committed to regular training of employees on the implementation of this policy. The College will train employees during induction and annually thereafter.

Complaint Register

The College will maintain a complaint register with details such as the date, source and description of complaints, the employee managing the complaint, the actions taken, outcome and the date the complaint was closed.

The complaint register will be stored securely.

All complaints shall be entered into the complaint register as soon as practicable after the complaint is received. The complaint register will not contain complaints about the Principal (or family members of the Principal). Records of complaints about the Principal will be maintained by the College Board with access restricted to the Board.

To safeguard confidentiality and maintain the integrity of the complaint process, access to the entire complaint register will be limited to the Principal, and Human Resources and Compliance.

The Principal may authorise the sharing of specific, relevant entries from the complaint register with other designated staff members (such as the senior leadership team), provided measures are taken to protect the confidentiality of all parties involved, particularly ensuring that respondents to a complaint do not gain inappropriate access to information about the allegations against them.

Withdrawal of a Complaint

A complaint can be withdrawn at any stage during the processes outlined in this policy. A complaint can only be withdrawn by the person who made the complaint to the College.

Ideally, all complaints should be retracted in writing, however a dated notation on the College's systems, stating the complaint has been withdrawn verbally by the appropriate person can be made by a staff member at the College responsible for managing the complaint.

The College will notify affected parties if a complaint is withdrawn, where considered appropriate.

Regardless of a person's wish to withdraw a complaint, complaints that have disciplinary implications for a member of staff may still be followed up by the College.

Anonymous Complaints

The College is committed to dealing with concerns and complaints in accordance with the processes outlined in this policy. The College respects in some cases, complainants would prefer to remain anonymous and not put a name to their complaint.

The College treats complaints about the College, a staff member, a student's education, enrolment and/or a student's wellbeing with the utmost importance, and will investigate such complaints raised to the fullest extent practicable. However, anonymity can make it difficult for the College to effectively resolve complaints (particularly where the College is being asked to accept an anonymous source's version of events) and are accordingly discouraged.

Previously Addressed, Stale or Vexatious Complaints

Complaints that have been previously addressed by the College or externally, or which were not raised with the College within a reasonable period of time (having regard to the nature of the relevant complaint), will not be considered in the absence of highly relevant new information and/or evidence coming to light.

The College does not tolerate vexatious complaints.

External Complaints and Redress

The College acknowledges that complaints relating to the College can also be made to an external body, or be the subject of legal action. However, the College encourages its community to raise any complaints and work to resolve such matters, in accordance with the procedures outlined in this policy.

Confidentiality

Appropriate confidentiality will be maintained by the College at all times when dealing with a complaint, with information only being provided to those who have a right or need to know.

Complaint Handling Procedure

The College's procedure for handling complaints involves a three-step process, namely:

- (a) **Stage 1** - A concern is raised with the College.
- (b) **Stage 2** – A formal written complaint is made to the Principal.
- (c) **Stage 3** - A review by the Board Chair is requested.

This procedure covers the receipt, investigation and response to complaints made by a person under the Riverside Christian College Complaints Handling Policy.

These procedures do not relate to the following complaints and in those cases the complaints should be managed as follows:

A Complaint about –	Should be managed in accordance with –
Child protection or child safety	<i>BCC Child Protection Policy</i>
Employment issues, <i>for example</i> , employee discipline, workplace environment, workplace relationships	<i>PART 3 - Grievance, dispute settlement and disciplinary procedures – BCC Enterprise Agreement</i>
A student being bullied, harassed, or victimized	<i>Codes of Conduct; Student, Parent and Staff, BCC Anti-Bullying Policy</i>
Student discipline matters, <i>for example</i> , matters involving suspension or expulsion of a student	<i>Codes of Conduct; Student, Parent and Staff, Behaviour management procedures</i>
A Board member or a Board matter	<i>Company Constitution, Board Charter, Board Code of Conduct</i>
Criminal matters	<i>Principals' duties, and will involve the Police</i>
Legal Proceedings	<i>Principal's duties and Board responsibilities</i>

Nothing in the Policy or these Procedures prevents the College from taking action to investigate or address matters of which it is aware, but which have not been raised as complaints made under the Policy.

	Details	Comment
Stage 1: Raise the concern		
Step 1	Identify the concern	Clarify your concern: " <i>who, what, when, where, why, and how</i> ". Identify the outcome you are trying to achieve by raising your concern.
Step 2	Raise the concern	The College believes that a concern is often best resolved closest to its source and encourages concerns to be raised with the relevant teacher or staff member in the first instance. Depending on the nature and severity of an issue, and whether the staff member has a conflict of interest, concerns may instead be raised directly with a senior staff member (e.g. Deputy Principal, Head of School or another member of the College Management Team). However, that senior staff member may decide to delegate responsibility for dealing with the concern to another appropriate staff member (e.g. a Senior Leadership or Student Coordinator).
Step 3	Acknowledgement	Once a concern is raised, the College will record (either by way of an electronic file note on the parent record or written correspondence via email) the details of the concern including your name and contact details. The College's focus will be on understanding the nature of the problem, the party or parties involved, and the nature of any agreeable solutions.
Step 4	Outcome	Where an agreeable solution is available, this will usually be communicated in writing to you (usually within three (3) business days of the outcome being reached). Where a mutually agreed outcome between the College and the person raising the concern is not appropriate, or possible , the staff member handling the concern will make a decision that best aligns with the College's procedures and legal obligations. This decision will be communicated in writing to the person raising the concern (usually within three (3) business days of the outcome being reached), and the communication will be kept on the relevant student's (and if appropriate, staff member's) record.

	Details	Comment
Stage 2: Make a complaint		
Step 1	Make a complaint	<p>If you are not satisfied with the way your concern has been handled, you may choose to make a formal written complaint. Complaints should ordinarily be made within one (1) calendar month of the initial concern first being raised with the College.</p> <p>A formal complaint should at first instance be addressed to the Principal. If the complaint concerns the Principal (or a family member of the Principal), the complaint should be made to the Board Chair (see Stage 3), in which case the Board Chair will manage the process outlined below.</p> <p>You may lodge a formal written complaint to the Principal at paul.thompson@bcc.net.au or using the BCC Complaints Form (online).</p> <p>You may also telephone Reception on 07-4132 5800 to arrange a meeting. Please note that if phoning to arrange a meeting, Reception staff will take your details and endeavour to confirm a meeting time as soon as it is practicable to do so.</p>
Step 2	Acknowledge receipt	The Principal will acknowledge receipt of the formal written complaint as soon as practicable (usually within three (3) business days).
Step 3	Review complaint of	<p>When dealing with a formal written complaint, the College's objective is to achieve a resolution by:</p> <ul style="list-style-type: none"> • Clarifying the substance of the complaint, and the steps taken by the College to address the initial concern. • Identifying whether the complaint raises an issue regarding non-compliance with the College's procedures. • Identifying whether the complaint raises an issue that would be more appropriately addressed under another policy. • Communicating with you and relevant parent(s), student(s) and staff, in an attempt to resolve the issue by agreement (where practicable). • Failing agreement, investigating the complaint and deciding appropriate outcomes in accordance with procedural fairness and natural justice principles. <p>The Principal may delegate parts of the complaint-management process, and seek the assistance of third parties, however, any ultimate decision will still be made by the Principal.</p> <p>If the Principal or delegate arranges to speak with you, you may request to have someone else present as a support person. The support person can be a relative or a friend, but please note that the role of a support person is to provide you with support and not to act as an advocate.</p>

	Details	Comment
Step 4	Outcome	<p>The Principal or delegate will aim to communicate the outcome of a formal written complaint in writing within fifteen (15) business days where practicable.</p> <p>The Principal will promptly report any formal written complaints, and relevant outcomes, to the College Board. This is part of the cyclical review and risk management process at the College.</p>
Stage 3 – Request a Review		
Step 1	Request a review by the Board Chair	<p>If you are not satisfied that your formal written complaint has been adequately resolved by the Principal, you may request a review by writing to the Board Chair via email at board@bcc.net.au, using the BCC Complaint Form (online) or by post at: via post:</p> <p style="text-align: center;">The Board Chair 234 Ashfield Road Bundaberg QLD 4670</p> <p>Members of the College community who raise complaints with other Board Directors will be directed to follow the procedures set out in this policy (e.g. raising a complaint with the Principal, or a family member of the Principal or requesting a review by writing to the Board Chair).</p> <p>Requests for review must be made in writing within ten (10) business days of the date the Principal communicated the outcome of your complaint in writing. The grounds for the review, and in particular any concerns you have with the way the relevant complaint was dealt with, must be clearly identified in the request for review.</p>
Step 2	Review	<p>Please note that in accordance with good governance, the Board entrusts the Principal with the day-to-day management of the College, and in particular its staff and students. The Principal is accorded significant discretion regarding such matters.</p> <p>Accordingly, any review of the Principal's decision under this policy will be confined to the Board Chair deciding whether there is evidence that the College's procedures have not been followed, in a way likely to have meaningfully influenced the Principal's decision, or that the Principal unreasonably exercised their own discretion.</p> <p>The Board Chair may delegate parts of the review, or seek the assistance of third parties, however, any ultimate decision will still be made by the Board Chair.</p> <p>For the avoidance of doubt, the Board Chair will not delegate to the Principal, a review of a decision they have already made. However, if the Board Chair is satisfied that a complaint has not been properly raised (or dealt) with by the Principal (and the Principal does not otherwise have a conflict of interest), the Board Chair may refer the matter to the Principal to make an initial decision (noting that decision would then create a right to request a review).</p>

	Details	Comment
Step 3	Outcome	<p>The Board Chair will aim to communicate the outcome of a request for review in writing within forty-five (45) business days where practicable.</p> <p>The Board Chair will promptly report any requests for review, and relevant outcomes, to the College Board.</p>

Parents, Carers and Community

At first instance, parents, carers and community members should raise their concerns directly with the College. The College must be aware of a concern and of its substance in order to address it.

The College believes that a concern is often best resolved closest to its source, and when a concern relates to a student, encourages concerns to be raised with the relevant teacher in the first instance.

However, depending on the nature and severity of an issue, and whether the teacher has a conflict of interest, concerns may instead be raised directly with a senior staff member (e.g. a Head of School, Deputy Principal or another member of the College Executive Team).

For guidance on who to contact at first instance, refer below.

Designated staff member		Nature of complaint
Prep to Year 6	Years 7 to 12	
Director of Student Culture	Year Coordinator	Student-related matters
Enrolments and Advancement Coordinator	Enrolments and Advancement Coordinator	Enrolment related matters
JS Chaplain	Senior Chaplain	Student wellbeing matters
Director of Teaching, Learning and Curriculum	Director of Curriculum	Curriculum matters and teaching matters
Head of Junior School	Head of Middle and Senior School	Staff related matters
Business Manager		Business operations or finance matters
Board of Directors		Principal (or a family member of the Principal) or a member of the Board matters

Relevant resources which provide information on the procedures specifically for parents/carers and students are:

1. *COMPLAINTS HANDLING FLOWCHART - Community*
2. *Factsheet - Community Complaints Handling.*

Students

In practice, students should raise any complaints about a teacher or any member of staff they feel comfortable speaking with, including:

- a) Your Student Coordinator
- b) Director of Student Culture or Student Life
- c) If you are in Prep – 6; the Head of Junior School
- d) If you are in Years 7 – 12; the Head of Middle and Senior School
- e) If your concern is about student safety and wellbeing, and you are not comfortable speaking with the staff referred to above, the Deputy Principal or Chaplain
- f) If your concern is about curriculum matters or staffing matters, the Head of School
- g) If your concern is about a member of the College Management Team, the Principal
- h) If your concern is about the Principal, the Board Chair.

The College's focus will be on understanding the nature of the problem raised, the people involved, and the options available to resolve the complaint.

Students can expect to:

- Be supported, including by the College Chaplains and Student Coordinators
- Not be victimised, or subjected to reprisal, for raising grievances in good faith

In turn, the College expects that students, when raising a complaint, will:

- Raise complaints in accordance with this policy, and as soon as possible after the event giving rise to the complaint has occurred
- Be open and honest when raising a complaint
- Advise an appropriate member of staff if they have any further concerns about the complaint, or feel that they are being treated differently for raising a complaint
- Be understanding and accepting of any outcome reached, being mindful that the College must sometimes manage the interests of a number of students and other individuals when making decisions, and may be privy to confidential information not known to the person raising the complaint.

Staff

If you are a staff member and have a complaint, there may be a specific policy or process that can assist you to resolve your grievance.

For example:

- a) The *BCC Enterprise Agreement (2022)* (and once replaced, their successors) sets out procedures for dealing with disputes related to matters arising under the relevant agreement, or the National Employment Standards.
- b) The Bullying, Discrimination, Sexual Harassment policy/ies set out a procedure for dealing with grievances regarding bullying, discrimination and sexual harassment.

In the absence of a relevant policy or procedure, please raise the relevant complaint with:

- a) Your line manager
- b) If about your line manager: Human Resources
- c) If about a member of the College Management Team, the Principal
- d) If about the Principal (or a family member of the Principal): the Board Chair at board@bcc.net.au, using the online [BCC Complaint Form](#), or via post: The Board Chair, 234 Ashfield Road, Bundaberg QLD 4670.

Please note that in accordance with good governance, the Board entrusts the Principal with the day-to-day management of the School, and in particular its staff and students. The Principal has significant discretion regarding such matters. Accordingly, subject to the College's legal obligations, and any rights a staff member may have to seek remedies from external bodies, operational and staffing decisions made by the Principal will usually be considered final.

The Principal and Board Chair will promptly report to the Board regarding any formal staff complaints and staff-related legal action.

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



FACT SHEET: Community - Student, Parent and Carer: Complaints Handling



Bundaberg Christian College
Education with Wisdom

The purpose of this fact sheet is to outline Bundaberg Christian College's processes for managing complaints from students, parents, and carers.

Guiding principles

The College applies the following principles when managing complaints:

- students, parents, and carers 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 carers will not be adversely affected by making a complaint
- complaints help us to improve our services.

Responsibilities

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

Student, parent, and carer responsibilities are as follows:

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

How to make a complaint

1. In the first instance, the student, parent, or carer talks with a teacher or other College employee and they work together to resolve the complaint.
2. If the matter cannot be resolved, the student, parent or carer talks with a College Management Team member e.g., Deputy Principal, Heads of School or other nominated school employee and they work together to resolve the complaint.
3. If the matter cannot be resolved, the student, parent or carer talks with the Principal and they work together to resolve the complaint.

Request for review

If dissatisfied with the College's complaints processes, a student, parent, or carer may submit a written request for a review to the Principal.

Complaints about the Principal (or a family member of the Principal) must be submitted in writing to:

The Board Chair
Bundaberg Christian College
234 Ashfield Road
Bundaberg Qld 4670

Board@bcc.net.au

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.

More information

Contact the College office and visit the website www.bcc.net.au.