

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.