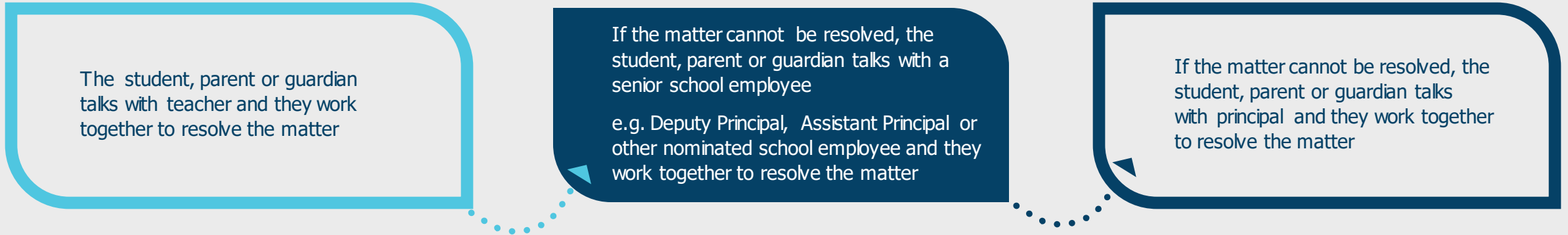


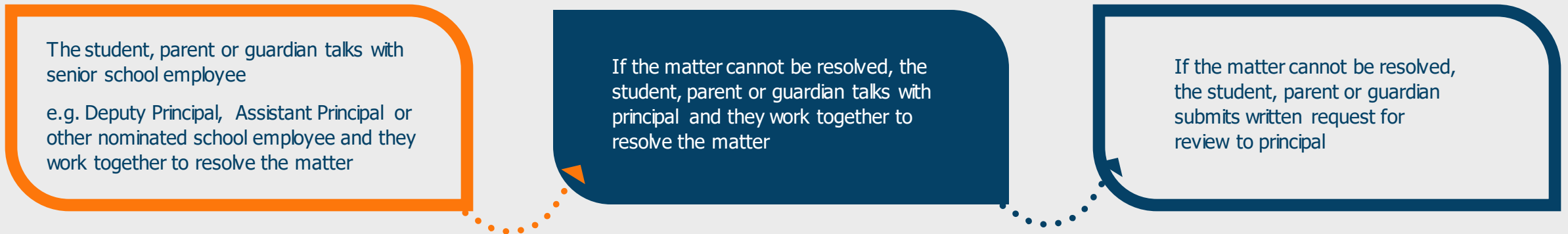
# Student, Parent and Guardian COMPLAINTS MANAGEMENT FLOWCHART

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 process or policy



## 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](mailto:SchoolEnquiry@bne.catholic.edu.au)