

# FACT SHEET: Student, Parent and Guardian Complaints Management

The purpose of this fact sheet is to outline Brisbane Catholic Education's processes for managing complaints from students, parents and guardians.

## Guiding Principles

- Students, parents and guardians have a right to voice complaints.
- Complaints are to be resolved promptly and at the point of receipt, where possible.
- Complaints will be handled fairly, objectively, and confidentially.
- Students, parents and guardians 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 Brisbane Catholic Education policies, procedures and guidelines.

Student, parent and guardian responsibilities are as follows:

- Work with school employees to resolve the complaint.
- Provide the school with a clear description of the complaint and desired outcome.
- Provide all relevant information and documentation to the school when the complaint is made.
- Understand that resolving complaints may take some time.
- Inform the school of changes affecting the complaint.
- Cooperate in a respectful way with school 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 guardian talks with a teacher or other

school employee and they work together to resolve the complaint.

2. If the matter cannot be resolved, the student, parent or guardian talks with a senior school employee e.g. Deputy Principal, Assistant Principal or other nominated school employee and they work together to resolve the complaint.
3. If the matter cannot be resolved, the student, parent or guardian talks with the Principal and they work together to resolve the complaint.

## Request for review

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

Complaints about the Principal must be submitted in writing to Brisbane Catholic Education School Operations, GPO Box 1201, Brisbane QLD 4001.

## Response timeframes

The time required to resolve a complaint depends on the complexity and nature of the complaint, as well as 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 school office and visit the [BCE website](#).



## COMPLAINT PROFORMA

<b>Written Complaint Date:</b>		<b>Time:</b>	
<b>Complainant:</b> <i>Full name of person making complaint</i>		<b>Relating to whom:</b> <i>Name of adult/s and/or student/s</i>	

### Details of Complaint:

### Facts relied on:

### Person/s who may have additional information:

### Outcome sought:

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

<b>OFFICE USE</b>	
<b>COMPLAINT REFERRED TO:</b>	<b>Middle Leader:</b>
<b>School Officer:</b>	<b>Senior Leader:</b>
<b>Teacher:</b>	<b>Principal:</b> Chris Noonan



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NOTES OF INVESTIGATION

Investigator: \_\_\_\_\_

Facts established: (on balance of probability)

\_\_\_\_\_

Outcome:

\_\_\_\_\_

Complainant informed of outcome:

Yes/No:	Date:	Time:
Notes:		

Signed: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_

RECORD KEEPING

- Details to be summarised in an electronic College Complaints Register:  
*Date, By Whom, Students affected, Outcome Sought, Investigator, Outcome*
- This document to be filed in:  
*Either named student's central file or non-student complaints file by date*