

# Concerns and Complaints PROCEDURE



Brisbane  
Christian College

At Brisbane Christian College we aim to apply our HEART Values in all we do. We prioritise building dynamic relationships and recognise that concerns and complaints can arise within the College community. As a College, we always desire to restore relationships and maintain unity by ensuring that all those with concerns are heard and all involved are respected and supported throughout the resolution process.

Following this procedure allows a structured approach to resolving any matters with as little formality and disruption as possible and focuses on God's love and grace by following a Biblical model to restore relationships. Leaders may redirect your concern to the appropriate team member for initial follow-up.

## PROCEDURE FOR RAISING CONCERNS OR ELEVATING CONCERNS TO A FORMAL COMPLAINT

**Step 1.** Identify who is the person best suited to resolve the concern at first instance.

Learning Issues	Class Teacher/Head of Department
Fees/Accounts Issues	Business Manager
General Welfare and Student Behaviour	Class Teacher/Head of Year/Head of Pastoral Care
Health Issues	Student Services/First Aid Officer/Counsellor

If your concern is relating to staff misconduct, you may raise the matter directly with the Head of Campus (Step 3) in the first instance.

**Step 2. Deputy Head of Campus** - If you have raised your concerns with the relevant person noted above, and are not satisfied with the response, you may elevate your concern to the next relevant leader or raise your concern with the Deputy Head of Campus.

**Step 3. Head of Campus** - If after raising your concern with the relevant person and then the Deputy Head of Campus, you are still not satisfied, you may elevate your concern to the Head of Campus.

**Step 4. Formal Complaint** - If after elevating your concern to the Head of Campus, you are still not satisfied you can lodge a formal complaint with the College Leadership Team which includes the Principal. This must be done in writing using the formal complaints form available on our website.

**Step 5.** If you are unsatisfied with the response from the College Leadership Team or your complaint relates directly to the Principal, then you can lodge a formal written complaint directly with the College Board.