BBCS Parents / Carers Complaints Policy
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Parents / Carers
• Arrange a time to communicate with the teacher
• Express to the teacher what you believe to be unfair
• If the matter is not resolved inform the teacher you would like to consult with the Head of Campus or Principal
• If still unsatisfied you may contact the Educational Director,
  Mr P. Newman at the Inner West Partnership at Flinders Park, Phone 8416 7333

BBCS staff will
• Make a time available as soon as reasonably possible (ie, within five working days), to discuss with the parent (face-to-face, by phone) their complaint
• Listen to the parent
• Consider relevant legislation, departmental policy and guidelines and school procedures and/or seek advice/support including informing Principal or HOC
• Identify and discuss with the parent possible courses of action that could be taken to resolve their complaint and the timeframe within which this will occur
• Follow up with the parent(s) after a reasonable period of time has elapsed for any changes to take affect to ensure that the parent is satisfied with the outcome(s)
• If appropriate (depending on the nature of the concern or complaint), keep a written record of the complaint, its progress and outcomes

Concerns and complaints received by a school staff member in relation to another staff member or an issue outside their responsibility or beyond their authority to resolve are to be referred in line with the BBCS grievance process. The staff member who receives the initial complaint is to advise the parent of the reason(s) why the matter is to referred elsewhere, direct them to the BBCS parent complaint policy and assist, if required, the parent to make their complaint.
• If a parent/carer is not satisfied with the outcome at this stage of the complaint management procedure, or decides that it is more appropriate to discuss their complaint directly with a member of the school leadership team (ie, Head of Campus, Deputy Principal, Principal), then the parent is to contact the school to make a time to meet with the appropriate site leader.
• If a complaint is in relation to the Principal then the parent is to contact the Educational Director, Mr P. Newman at the West Partnerships at Flinders Park, Ph 8416 7333.

At any stage parents may raise a concern or complaint with the DECD Parent Complaint Unit although it is recommended the complaint is raised with the school in the first instance.
A parent may raise a concern or complaint verbally or in writing. Parents can call the DECD Parent Complaint Unit hotline at any stage on 1800 677 435 for information, advice and support.
Parents may be asked to put the complaint in writing or to sign a written summary prepared by the Principal, Educational Director or a Parent Complaint Unit staff member. Alternatively parents may choose to utilise a parent complaints form that can be forwarded to the Principal or the Educational Director.
Rights and responsibilities
Parents lodging a concern or complaint with the school or DECD can expect to:

- Be treated with respect, courtesy and consideration
- Have their complaint dealt with in an efficient and timely manner
- Have access to appropriate and easily understandable information regarding the complaints management process
- Have personal information treated as confidential
- Have their complaint considered impartially and in accordance with due process and principles of natural justice.

In return BBCS & DECD requests that parents making a complaint treat all parties with respect and courtesy and maintain confidentiality

- Raise the concern or complaint as soon as possible after the issue has arisen
- Provide complete and factual information about the concern or complaint
- Ask for assistance or further information as needed
- Act in good faith to achieve an outcome acceptable to all parties
- Have realistic and reasonable expectations about what course of action is required.

For further information on parent complaints and policies you may access information from the web address below.