



Student, Parent and Guardian Complaints Management policy

Policy Statement

BCE is committed to effective complaints management by managing student, parent and guardian complaints in an accountable, transparent, timely and fair manner, while protecting the health and safety of BCE employees through proactive management of unreasonable complainant conduct.

Southern Cross Catholic College must follow the principles as outlined by Brisbane Catholic Education (BCE) when managing a complaint from a student, parent or guardian.

To read the policy please access the [Student, Parent and Guardian Complaints Management policy](#) as outlined in the BCE website.