

BCC needs to know if you have any concerns about your child's education. Teaching and learning works best when parents and teachers talk to each other and work together to solve any problems.

Before contacting Brindabella Christian College with an enquiry or concern you may want to:

- talk with family and friends to clarify your enquiry/concern.
- write down your enquiry/concern, listing all relevant information and the school's actions/decisions; and consider possible outcomes to resolve the matter.

Information / Resources

Brindabella Christian College has a number of informative resources that you may find useful:

- BCC Website: www.bcc.act.edu.au
- BCC Skoolbag App (from the app store)
- Fortnightly eNewsletters (listed on the BCC Website)
- BCC Schoolbox: <https://schoolbox.bcc.act.edu.au/login/>
- BCC Instagram: https://www.instagram.com/brindabella_christian_college/
- BCC Facebook page: <https://www.facebook.com/BrindabellaChristianCollege/>
- BCC Twitter: [#OurBCC](https://twitter.com/OurBCC)

If you have not been able to resolve your concern through these processes, you can approach:

- Human rights and discrimination concerns – contact: ACT Human Rights Commissioner www.hrc.act.gov.au/humanrights
- Privacy concerns – contact: Office of the Australian Information Commissioner www.oaic.gov.au
- Administrative and operations concerns – contact: ACT Ombudsman www.ombudsman.act.gov.au
- Reviewable decisions (in certain circumstances) – contact: Australian Capital Territory Civil and Administrative Tribunal (ACAT) www.acat.gov.au

At any time, you may approach any of the following external agencies relating to:

- **Imminent danger of a child or yourself** ACT Police 000 or 131 444
- Child Protection Community Services Directorate 1300 556 729



Parents and Students
**Do you have a
Question or
Concern?**

WHERE DO YOU START?



STEP 1

Make an appointment with your **student's teacher** to discuss your enquiry or concern.

Personally contact your student's class or subject teacher for a suitable time to meet and discuss your questions or concerns.

Alternatively, you can write to the school. Enquiries/concerns received may be responded to in person, by phone or in writing.

STEP 2

Meet with your student's teacher to discuss your enquiry/concern.

Come to the meeting prepared with the necessary information.

In your discussion with the teacher:

- provide all relevant information
- discuss possible outcomes
- settle on an option that can be achieved with input from you, the teacher and your child.

STEP 3

Talk with Head Teacher to discuss your enquiry or concern.

If your issue is not resolved with the teacher, arrange to meet and discuss your concerns with the Head of Pastoral Care or Head of Faculty.

Prepare a summary of your discussion with the teacher and why you consider the issue unresolved? Outline the outcome you anticipated.

STEP 4

DISCUSS your enquiry or concern with the Principal

If your question or concern is still unresolved, make an appointment with the Principal. Prior to this meeting, please email the Principal a copy of your completed Written Complaint Form.

The Principal will need time to discuss your enquiry/concern with all relevant parties but you can contact the school for updates. Your enquiry/concern will be managed according to established school policy and procedures.

Formal External Mediation:

Where resolution of a complaint is not obtained using the above steps, formal mediation is available through the external mediator PeaceWise: <https://peacewise.org.au/>

Financial costs incurred through the engagement of PeaceWise will be shared by the College and the complainant.