BUNDAMBA STATE SCHOOL PARENT/CARER COMPLAINT COMMUNICATION FLOWCHART

First Conversation
Phone, Email or Meeting with Class Teacher

Has the concern been resolved?

- **NO** → **Second Conversation** Phone or Meeting with Class Teacher → Has the concern been resolved?
- **YES** → End

Has the concern been resolved?

- **NO** → **Meeting with the Deputy Principal**
- **YES** → Close the Complaint

Meeting with the Deputy Principal → Has the concern been resolved?

- **YES** → Close the Complaint
- **NO** → **Request Review with the Principal**

Request Review with the Principal → Assess and Resolve → Principal Communicates Outcome → Has the concern been resolved?

- **YES** → Close the Complaint
- **NO** → **Contact School Community Liaison Officer - Internal Review**

The School Community Liaison Officer will assist with your complaint which may result in the following actions

- Listen to you and clarify your concerns
- Ensure you have previously raised your complaint with the Principal
- Liaise between the school and you to assist in a resolution
- Allow for more time for resolution at the school
- Support you to communicate about your concerns and to reach an agreement where possible

You can contact the School Community Liaison Officer on 3028 8166 or metroexecservices@qed.qld.gov.au