

**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](http://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/](https://www.instagram.com/brindabella_christian_college/)
- BCC Facebook page: <https://www.facebook.com/BrindabellaChristianCollege/>
- BCC Twitter: #OurBCC

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?

<b>STEP 1</b>	<b>Make</b> an appointment with your <b>student's teacher</b> 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.
<b>STEP 2</b>	<b>Meet</b> 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: <ul style="list-style-type: none"><li>• provide all relevant information</li><li>• discuss possible outcomes</li><li>• settle on an option that can be achieved with input from you, the teacher and your child.</li></ul>
<b>STEP 3</b>	<b>Talk</b> 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 School Co-ordinator 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.
<b>STEP 4</b>	<b>Discuss</b> your enquiry or concern with the Deputy Principal	If your question or concern is still unresolved, make an appointment with the Deputy Principal. Prior to this meeting, please email the Deputy Principal a copy of your completed Written Complaint Form.	The Deputy 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.
<b>STEP 5</b>	<b>Discuss</b> 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.