



# COMPLAINTS POLICIES AND PROCEDURES

## POLICY

As an approved provider, Confraternity of Christian Doctrine (CCD) Diocese of Parramatta, it is expected that our SRE Catechists always maintain the highest level of professionalism in any conflict resolution process. This includes both the way they speak to and about a local school and how they represent themselves and their organisation.

We expect our SRE Catechists to listen to the school's perspective and never assume ill intent. We expect our SRE Catechists to always try to resolve issues at a local level first, with courtesy and respectfulness.

We are committed to open communication and taking ownership. This policy refers to the way approved providers will resolve complaints.

## TYPES OF COMPLAINTS

### A. PARENTS MAY HAVE CONCERNS ABOUT THE SRE CURRICULUM OR THE SRE CATECHIST

CCD Diocese of Parramatta will fully co-operate with any concerns a parent may have in regard to reportable conduct or allegations of abuse attributed to an SRE Catechist or alternatively their concerns regarding the contents of the SRE curriculum. CCD Diocese of Parramatta will follow its procedures regarding any such matter, including reporting to relevant authorities.

### B. SCHOOLS MAY HAVE CONCERNS ABOUT THE CONDUCT OF AN SRE CATECHIST

CCD Diocese of Parramatta will fully co-operate with any concerns a school may have regarding reportable conduct or allegations of abuse attributed to an SRE Catechist. It is expected that the Department of Education will follow its procedures regarding any such matter, including reporting to relevant authorities.

### C. APPROVED PROVIDERS MAY HAVE CONCERNS ABOUT THE CONDUCT OF A STUDENT OR A PARENT OR A PROFESSIONAL CLASSROOM TEACHER

It is expected that a school will fully co-operate with any concerns the approved provider CCD Diocese of Parramatta, may have regarding positive behaviour for learning. We would expect the school to follow its procedures regarding any such matter, including reporting to relevant authorities.

### D. SRE CATECHIST MAY HAVE CONCERNS REGARDING THE IMPLEMENTATION OF SRE AT A LOCAL SCHOOL

Approved providers, CCD Diocese of Parramatta, must follow the Department of Education School Community and Consumer Complaint Procedures

[https://education.nsw.gov.au/policy-library/associated-documents/School-complaint-procedure\\_AC.pdf](https://education.nsw.gov.au/policy-library/associated-documents/School-complaint-procedure_AC.pdf)



# MANAGING THE TYPES OF COMPLAINTS: KEY STAGES

## 1. ACKNOWLEDGE COMPLAINT

Acknowledge a complaint from a principal as soon as possible, ideally within 3 working days. This can be done in person, by telephone, email or formally in writing. Where the acknowledgement was made verbally, it should be documented in writing.

Let the principal know that they will be kept up to date with the progress.

Keep the matter as confidential as possible by only sharing information with those who need to know about the complaint issues.

Listen carefully to the issues and, if, at all possible, resolve the complaint directly at the local level.

## 2. GATHER INFORMATION

Gather enough information to allow a proper assessment of concerns as quickly as possible.

The information to be gathered could include:

- Special Religious Education Procedures
- Relevant Department of Education policies and procedures e.g. Code of Conduct
- SRE Catechist curriculum teacher's manual
- Information from the Head of CCD

## 3. RESOLVE

Complaints should be finalised as soon as possible and no later than 20 working days. Keep the principal updated on the progress of the complaint. If a delay is anticipated, inform the principal and provide reasons for the delay.

Consider any reasonable outcomes suggest by the principal. However, ultimately the local provider representative determines how a complaint is to be resolved.

Outcomes will depend on the circumstances of each complaint and take into account the role of SRE Catechist as volunteers in a school and subject to the Department's policies and procedures and the principal as its appointed site manager

## 4. INFORM

The approved provider should provide information about the outcome to the principal and where necessary to the local providers' SRE coordinator and other providers in the case of a combined arrangement. When giving the outcome information, explain:

- The outcome of the complaint and any action to be taken, by whom and when
- The reasons for the decision
- Any internal or external options for review

In any case, the complaint outcome should be confirmed in writing to the principal. Email is acceptable. Complex complaints may require additional record keeping e.g. notes of contentious meetings. While it is good practice to provide as much information as you can about outcomes, it is also important to keep confidential specific personal details.

If an SRE Catechist is the subject of a complaint, he/she should be provided with information about the outcome.



## 5. IMPLEMENT ACTIONS

Take all reasonable steps to implement and monitor the outcomes of the complaint. Where the outcomes involve a combined arrangement, other providers should be given the same information as the principal.

## 6. RECORD OUTCOME

The approved provider should document:

- Their contacts with the principal
- How they managed the complaint
- The outcome of the complaint, including how and whether any concerns were substantiated, and actions taken in response
- The steps taken to follow up the outcome actions

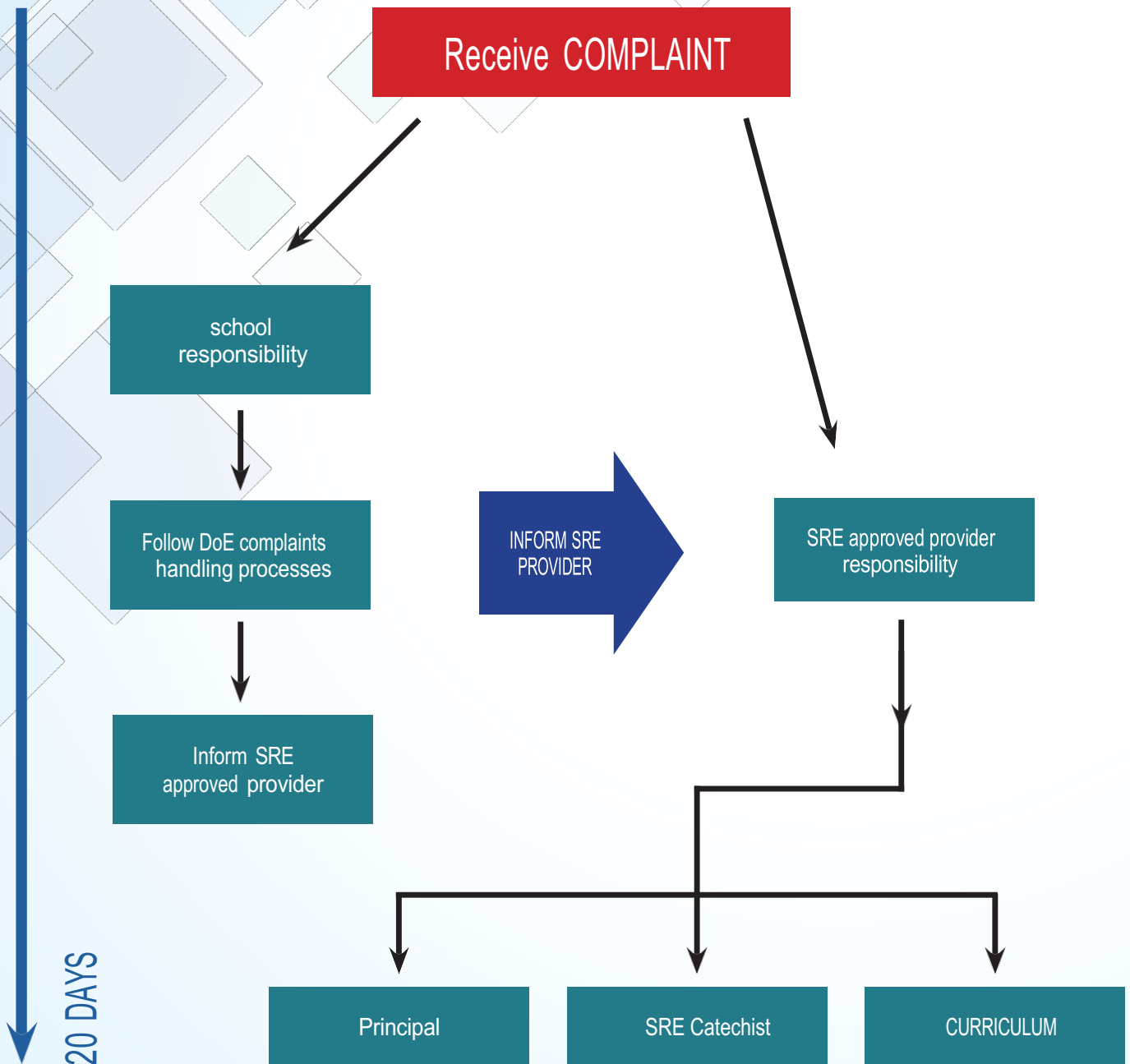
## 7. ONGOING RESPONSIBILITIES

An approved provider has ongoing responsibilities to:

- Respond to and manage a complaint from a principal so that the complaints process is accessible to all providers' representatives
- Take reasonable steps to prevent people making complaints being treated unfairly because a complaint has been made by them or on their behalf
- Keep confidentiality about complaints at all times, including after a satisfactory resolution. This requires everyone, including the complainant, to ensure that information is restricted to those who genuinely need to know. People should only be told as much as they need to know and no more.
- Support those involved. To the extent possible the approved provider should monitor the well-being of all parties involved in or impacted by the complaint and arrange support where available.



# COMPLAINT FLOWCHART



## APPENDIX

School Community and Consumer Complaint Procedure

Q [education.nsw.gov.au/policy-library/associated-documents/School-complaint-procedure\\_AC.pdf](http://education.nsw.gov.au/policy-library/associated-documents/School-complaint-procedure_AC.pdf)

Approved Provider Complaint form

