



# Complaints Procedure

## for Non-compliance with Catholic Education – Diocese of Rockhampton Student Protection Processes

### Introduction

Catholic Education - Diocese of Rockhampton is committed to ensuring that all staff comply with their responsibilities as detailed in the Catholic Education - Diocese of Rockhampton Student Protection Processes. This complaints procedure is to address allegations of non-compliance with Catholic Education - Diocese of Rockhampton Student Protection Processes in accordance with the *Education (Accreditation of Non-State Schools) Regulation 2001*. Catholic Education - Diocese of Rockhampton takes all allegations of non-compliance with Catholic Education - Diocese of Rockhampton Student Protection Processes seriously.

### What is the aim of this complaints procedure?

The procedure aims to:

- Provide a complainant with access to an open and responsive complaints handling process;
- Enhance the ability of Catholic Education - Diocese of Rockhampton to resolve complaints in a consistent, systematic and responsive manner; and
- Assist Catholic Education - Diocese of Rockhampton to provide a child centred approach to resolving complaints.

### Overview of the procedure

- Step 1 - Complainant completes the 'Record of Complaint about Non-Compliance with Catholic Education - Diocese of Rockhampton Student Protection Processes (form) and submits it;
- Step 2 - Catholic Education - Diocese of Rockhampton receives the completed form and forwards to the relevant Assistant Director: Schools who assesses the available material;
- Step 3 - The relevant Assistant Director: Schools determines the appropriate actions to resolve or respond to the complaint; and
- Step 4 - If appropriate, Catholic Education - Diocese of Rockhampton may instigate a systems review or confidential disciplinary process.



## **What type of complaint is covered by this procedure?**

Only complaints about non-compliance with Catholic Education - Diocese of Rockhampton Student Protection Processes may be made under this procedure. Other complaints should be referred to the school to manage in the first instance, or if the complaint concerns the principal, the school's Assistant Director: Schools telephone (07) 4931 3600 for assistance.

## **Who may lodge a complaint?**

Any person may lodge a complaint following the processes described in this procedure, where they believe that a staff member has not complied with Catholic Education - Diocese of Rockhampton Student Protection Processes.

## **How is a complaint lodged?**

If you have a complaint relating to non-compliance with Catholic Education - Diocese of Rockhampton Student Protection Processes you are requested to lodge your complaint on the Record of Complaint about Non-Compliance with Catholic Education - Diocese of Rockhampton Student Protection Processes form which can be accessed through the following link <http://www.rok.catholic.edu.au>.

Completed forms may be lodged by:

- sending an email to [director@rok.catholic.edu.au](mailto:director@rok.catholic.edu.au) or
- posting to Diocesan Director, Diocesan Catholic Education Office, PO Box 524, ROCKHAMPTON QLD 4700.

## **Why do I have to fill in a form?**

The Record of Complaint about Non-Compliance with Catholic Education - Diocese of Rockhampton Student Protection Processes form will help you to provide Catholic Education - Diocese of Rockhampton with the information required to assess your complaint and determine what action can be taken. Please complete all the questions on the form. If you have any questions or require assistance to complete the form please telephone the Catholic Education's Student Protection Coordinator on (07) 4931 3600.

## **What information is requested on the form?**

You are requested to provide your name and contact details. You may make an anonymous complaint, however, the complaint will only be able to be assessed and progressed where sufficient details are provided. Insufficient information may mean that further action by Catholic Education - Diocese of Rockhampton may be limited.

In addition, you are requested to provide:

- the details of the staff member who you believe may not have complied with Catholic Education - Diocese of Rockhampton Student Protection Processes, including their name and school;
- the details of your concern;
- other information which you believe may be relevant; and
- the outcome you wish to see/how you would like the issue resolved.



### **What happens when my complaint is received by the Diocesan Director?**

The Diocesan Director will forward your complaint to the relevant Assistant Director: Schools. The Assistant Director: Schools will acknowledge receipt of your complaint form and provide you with a timeframe for addressing your complaint, assess the complaint and decide the most appropriate course of action to address your complaint. This may include:

- telephoning or meeting with you to clarify your complaint;
- referring your complaint to the school principal for management if the complaint does not relate to the principal;
- coordinating any enquiry necessary in order to address the complaint;
- facilitating remedial action if student protection processes have not been followed; and
- communicating with you at the conclusion of the process.

In some circumstances Catholic Education - Diocese of Rockhampton may conduct a systems review coordinated by Catholic Education's Student Protection Coordinator in order that Catholic Education - Diocese of Rockhampton may improve its processes. A complaint may also progress to confidential disciplinary action against an employee.

### **Will my information be stored confidentially?**

Yes. Catholic Education - Diocese of Rockhampton treats all information in its possession with a high level of confidentiality. Procedures are in place to secure files and prevent unauthorised access.

### **Unsure about whether you should make a complaint to Catholic Education - Diocese of Rockhampton?**

If you wish to seek further information about making a complaint about non-compliance with Catholic Education - Diocese of Rockhampton Student Protection Processes please speak with your school principal or your Assistant Director: Schools via telephone (07) 4931 3600.