



Catholic Education
Diocese of Rockhampton

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

Version 3 • January 2022
Document Number: D17/32077[v3]
Date of next Review: 2024
Author: Directorate



Scope: This procedure applies to all in Catholic kindergartens, schools and colleges conducted by Catholic Education, Diocese of Rockhampton (referred to as CEDR in the document).

Introduction

Catholic Education - Diocese of Rockhampton (CEDR) 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 2017*. CEDR 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 CEDR to resolve complaints in a consistent, systematic and responsive manner; and
- Assist CEDR 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 - CEDR 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, CEDR 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) 4994 8000 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 <https://www.rok.catholic.edu.au/our-schools/student-protection/>.

Completed forms may be lodged by:

- sending an email to director@rok.catholic.edu.au or
- posting to Diocesan Director, 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 CEDR 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 Administration and Governance Coordinator on (07)4994 8000.

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 CEDR may conduct a systems review coordinated by Catholic Education's Student Services Manager in order that CEDR may improve its processes. A complaint may also progress to confidential disciplinary action against an employee.

Will my information be stored confidentially?

Yes. CEDR 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) 4994 8000.