

# Complaints and Grievance Policy Statement

Document Number:	CEO.PCWB.2102.1.1	Approved by:	Paul Greaves Director CENT		
Effective Date:	30.11.23	Responsibility of:	PCWB CENT		
Version Number:	1	Review due:	30.11.25	Contact Person:	Leader PCWB

Catholic Education Northern Territory (CENT) is committed to enhancing the inherent dignity of all students, staff and families to ensure the fullness of life for all. (John 10:10) CENT is committed to providing a positive, productive and harmonious workplace and learning environment. Prompt resolution of complaints and grievances is essential to building and nurturing a positive workplace and learning culture. This policy and supporting guidelines assist in achieving that goal.

Staff working in Catholic Education Northern Territory, undertake an essential role in the teaching ministry of the Catholic Church; as a Catholic community we recognise and honour the inherent dignity of each individual.

This policy provides an overarching statement on the provision of an environment in which staff, students and parents/carers voices are welcomed and complaints and concerns are actioned in a timely manner, with a student focus.

CENT recognises that it is in the best interests of students for there to be a trusting and cooperative relationship between parent(s), guardian(s), carers(s) and school. Complaints are an important way for the school community to provide information and feedback to a school. CENT considers that every complaint or concern raised provides a valuable opportunity for reflection, dialogue and learning.

It is CENT's belief that complaints are best handled at the school level in an environment where individuals feel able to speak up about issues concerning the education of their children.

This policy applies to all system and school staff in Catholic Education Northern Territory. Where a school also operates a preschool service or other education and care service regulated under the National Quality Framework, the department is obliged to ensure regulatory requirements are maintained at all times in accordance with the Education and Care Services National Law<sup>1</sup> and Education and Care Services National Regulations<sup>2</sup>. This includes ensuring that complaints are handled in a way which is child focused; provision for the management of a complaint alleging harmful sexual behaviours exhibited by a child; and notifying Quality Education and Care NT (QECNT) within 24 hours of any complaints alleging that a serious incident has occurred.

Complaints regarding Child Safety regulations should refer to the Catholic Education Safeguarding Policies and procedures. <https://sites.google.com/nt.catholic.edu.au/safeguarding/safeguarding-docs>

1

<https://legislation.nt.gov.au/en/Legislation/EDUCATION-AND-CARE-SERVICES-NATIONAL-UNIFORM-LEGISLATION-ACT-2011>

<sup>2</sup> <https://www.acecqa.gov.au/nqf/national-law-regulations/national-regulations>

Catholic Education Northern Territory (CENT) is committed to maintaining the highest standards of integrity, ethical conduct, accountability, and transparency across all schools, agencies, ministries, and related entities. CENT promotes a culture where employees, contractors, volunteers, and associated persons are encouraged to speak up and report suspected misconduct, unlawful activity, corruption, fraud, unsafe practices, or other serious improper conduct without fear of reprisal, victimisation, or disadvantage.

CENT will provide safe, confidential, and accessible mechanisms for reporting reportable conduct and will ensure that all disclosures are managed fairly, objectively, and in accordance with legislative requirements and organisational governance standards. CENT is committed to protecting the identity, wellbeing, and rights of whistleblowers who make disclosures in good faith and will not tolerate retaliation or adverse action against any individual who raises genuine concerns.

This Policy supports CENT's commitment to sound governance, legal compliance, ethical decision-making, and the protection of students, staff, volunteers, and the wider Catholic education community.

Signed:



Paul Greaves  
Director of Catholic Education

Date: 30/11/2023