

<p>Title</p>	<p>Complaints policy</p>
<p>Description of policy</p>	<p>This policy outlines how Catholic Education, Archdiocese of Canberra and Goulburn (CECG) manages complaints relating to:</p> <ul style="list-style-type: none"> • The behaviour of workers, students, parents/carers and members of the community, including reportable conduct matters • Work and school related incidents

	Discrimination, Bullying, and Harassment Policy School and ELC Bullying Policy Record Keeping Policy
Intranet Category	Complaints and Incident Management
Review Date	9/20
Trim Reference Number	R530137

Consulted parties	People and Culture Service Area Child Protection Team Early Learning Review Policy Analyst

1. Summary

1.1 This policy outlines how Catholic Education, Archdiocese of Canberra and Goulburn (CECG) manages complaints relating to:

- The behaviour of workers, students, parents/carers and members of the community
- Reportable conduct matters
- Work and school related incidents
- The application of policies and procedures

1.2 The policy applies to all CECG offices, schools, Early Learning Centres (ELCs), school-aged care centres (SACs), and to work-related activities. It applies to all CECG workers and people interacting with CECG workplaces and activities including worker interactions with each other, parents/carers, students and members of the public.

2. Complaints Policy

2.1 Any person may make a complaint and CECG takes all complaints seriously. All complaints are dealt with fairly, impartially, and confidentially. People raising complaints can expect to:

- Be treated respectfully and fairly
- Have the matter dealt with as soon as possible, and
- Be informed of progress.

2.2

request to keep information confidential but it may also have legal obligations to share information about some issues, including child protection issues.

2.10 CECG may have legal obligations to report the identity of a complainant. CECG will notify a complainant if they are required to report a complainant's identity.

2.11 This policy operates together with other CECG documents including:

- The Child Safety and Wellbeing Policy, which outlines CECG's approach to child protection.
- CECG Routine Complaint Investigations Guide.

2.12 Appendix 2 has a short summary of CECG's approach to cyt72.4 (a)-0.7 (p)-0.7 (d)-0.8 (c)-4.9(m)-6.4 (p)2.3 (65s)-4

4. Complaints Process

4.1

COMPLAINTS POLICY

6. Stages 2 & 3 – Referral and Preliminary Assessment

- 6.1 The person/area receiving the complaint will refer this to the Complaint Management Team (located within School and Family Services) who will conduct a preliminary assessment of the complaint.
- 6.2 The person to whom the complaint is referred will assess the information available, and request more information if necessary, to determine if the matter is within CECG's ability to resolve and assign a risk level. The risk level determines the level of response and attachment 1 provides guidance on risk assessment, extracted f

7.10 School and Family Services can notify ACEQA of complaints about serious incidents or breaches of the national law using the [National Quality Agenda IT system](#). The ACT regulator (Children's Education and Care Assurance, Early Childhood Policy and Regulation, Education Directorate) can be notified of other complaints at:

Email: dre.8 (m)r*.042D 9 >>BDC -0.02.3 (OM)-3 (P)f .3 ()-1n847.6 (a)1b(P)f .A3.1 (T/P <</at)1.9a1.2 (re.8 (m)r*.0

- 11.2 Part of the commitment that CECG will deal with complaints fairly, impartially and confidentially is a commitment to protect the rights of people who make complaints.
- 11.3 Complainants must not be subject to adverse actions because they raise a complaint in good faith. For example, students or workers who raise a complaint in good faith cannot be treated differently to other students or workers, or suffer disciplinary action. These rights are in line with the Principles of Catholic Social Teaching and protected by law for workers in the *Fair Work Act 2009*.

12. Definitions

Complainant: A person who provides information or an allegation of wrong doing by either the organisation or worker.

Respondent: Person or functional area about whom the complaint is made.

Serious Incident: For the purposes of Early Learning Centres and School-Aged Care centres a serious incident is:

- a) the death of a child
 - i. while being educated and cared for by the service or
 - ii. following an incident while being educated and cared for by the service
- b) any incident involving a serious injury or trauma to a child while that child is being educated and cared for, which:
 - i. a reasonable person would consider required urgent medical attention from a registered medical practitioner; or
 - ii. the child attended or ought reasonably to have attended a hospital e.g. broken limb*
- c) any incident involving serious illness of a child while that child is being educated and cared for by a service for which the child attended, or ought reasonably to have attended, a hospital e.g. severe asthma attack, seizure or anaphylaxis
NOTE: In some cases (for example rural and remote locations) a General Practitioner conducts consultations from the hospital site. Only treatment related to serious injury, illness or trauma is required to be notified, not other health matters.
- d) any emergency for which emergency services attended
NOTE: This means an incident, situation or event where there is an imminent or severe risk to the health, safety or wellbeing of a person at an education and care service. It does not mean an incident where emergency services attended as a precaution.
- e) a child appears to be missing or cannot be accounted for at the service
- f) a child appears to have been taken or removed

COMPLAINTS POLICY

Examples of Risk Consequence Levels

Consequence	Child Protection & Student Wellbeing	Teaching and Learning	Catholic Identity	WH&S & Staff Wellbeing	Regulatory	
-------------	--------------------------------------	-----------------------	-------------------	------------------------	------------	--

Appendix 2 - CECG Complaints Policy Summary

Any person may make a complaint and Catholic Education, Archdiocese of Canberra and Goulburn takes all complaints seriously. All complaints will be dealt with fairly, effectively, impartially, confidentially and quickly. People raising complaints can expect to:

- ” Be treated respectfully and fairly