



# **Complaints Procedure for Non-compliance with Brisbane Catholic Education Student Protection Processes**

**Catholic Education  
Archdiocese of Brisbane  
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# Complaints Procedure

## for Non-compliance with Brisbane Catholic Education Student Protection Processes

### Introduction

Brisbane Catholic Education (BCE) is committed to ensuring that all staff comply with their responsibilities as detailed in the Brisbane Catholic Education Student Protection Processes (BCE Student Protection Processes). This complaints procedure is to address allegations of non-compliance with BCE Student Protection Processes in accordance with the *Education (Accreditation of Non-State Schools) Regulation 2001*. BCE takes all allegations of non-compliance with BCE 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 BCE to resolve complaints in a consistent, systematic and responsive manner; and
- Assist BCE 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 Brisbane Catholic Education Student Protection Processes' (Form) and submits it;
- **Step 2** - BCE receives the completed Form and appoints a Complaint Manager who assesses the available material;
- **Step 3** - The Complaint Manager determines the appropriate actions to resolve or respond to the complaint; and
- **Step 4** - If appropriate, BCE may instigate a systems review or confidential disciplinary process.

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

Only complaints about non-compliance with BCE 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 Area Supervisor. For Northside schools telephone 07 3490 1700 and for Southside schools telephone 07 3440 7900 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 BCE Student Protection Processes.

## How is a complaint lodged?

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

Completed forms may be lodged by:

- sending an email to [Directoremployeeservices@bne.catholic.edu.au](mailto:Directoremployeeservices@bne.catholic.edu.au); or
- posting to Director Employee Services, Brisbane Catholic Education, GPO Box 1201, Brisbane 4001.

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

The Record of Complaint about Non-Compliance with Brisbane Catholic Education Student Protection Processes form will help you to provide BCE 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 Professional Standards and Student Protection on 07 3033 7409.

## 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 BCE may be limited.

In addition, you are requested to provide:

- the details of the staff member who you believe may not have complied with BCE 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 Director Employee Services?

The Director Employee Services will forward your complaint to the relevant Area Supervisor who is the Complaint Manager. The Area Supervisor 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 BCE may conduct a systems review coordinated by the Senior Officer Professional Standards and Student Protection in order that BCE may improve its processes. A complaint may also progress to confidential disciplinary action against an employee.

## Will my information be stored confidentially?

Yes. BCE treats all information in its possession with a high level of confidentiality. Procedures are in place to secure files and prevent unauthorized access.

## Unsure about whether you should make a complaint to BCE?

If you wish to seek further information about making a complaint about non-compliance with BCE Student Protection Processes please speak with your school principal or your school's Area Supervisor. For Northside schools telephone 07 3490 1700 and for Southside schools telephone 07 3440 7900.



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