



POLICY

1. Purpose

1.1 The purpose of this policy is to ensure Brisbane Catholic Education (BCE) complaints are managed fairly having regard to the safety, wellbeing and education of students; satisfying applicable regulatory reporting requirements; and supporting Catholic social teachings, and the rights of staff to procedural fairness and safety. This policy is consistent with the National Catholic Safeguarding Standards (NCSS) and the AS10002:2022 Guidelines for complaint management in organisations.

1.2 This policy recognises the diversity of the nature of complaints and the various pathways in which complaints may arise through other BCE policies or procedures.

1.3 BCE acknowledges that all students, parents, carers, employees, volunteers, Third Parties and other members of the broader community have a right to complain about matters of concern, in good faith. This policy provides the framework under which complaints regarding BCE are received, referred, actioned, recorded and used to inform continuous improvement.

1.4 This policy applies to all complaints received.

1.5 This policy forms part of the BCE Complaint Framework along with relevant procedures, codes of conduct, guidelines, and other related policies.

2. Policy Statement

2.1 BCE has a strong commitment to a complaint framework that is responsive, understood, utilised and that is underpinned by safeguarding principles, ensuring all people including children, young people and adults-at-risk, are provided with an accessible complaint process that is approachable, timely and transparent.

BCE is committed to ensuring that complaints are handled in a manner which is fair, courteous and focused on persons at risk. BCE aims to ensure, as far as possible, the protection of the privacy of those involved in the complaint process, while ensuring procedural fairness for both the complainant and subject of the complaint. BCE champions a culture that welcomes and values complaints and empowers all people to voice their views and opinions about situations and decisions that affect them.

BCE recognises complaints come in different forms and levels of seriousness and accordingly has in place procedures appropriate to respond to different types of complaints.

2.2 Pursuant to this policy, BCE will:

2.2.1 ensure access to the Complaints Policy and procedures are available to all BCE stakeholders

2.2.2 manage complaint information confidentially ensuring personal and sensitive information is protected and complies with legal obligations

2.2.3 ensure complaints are acknowledged, assessed for seriousness and risk, and handled in a timely manner in accordance with the principles of natural justice and procedural fairness

2.2.4 report any complaint to the relevant authorities if required by legislation, existing law or BCE policy

2.2.5 record the intake, assessment, management and outcome of all complaints securely in accordance with BCE relevant procedures

2.2.6 continually improve, monitor and review system policies, and processes related to safeguarding and all other complaints to ensure compliance and overall effectiveness

2.2.7 offer appropriate support to all involved in the complaint process, including employees receiving and responding to complaints

2.2.8 have complaint procedures that clearly sets out responsibilities in the management of complaints from initiation to closure.

3. Associated Documents

3.1 BCE Complaints management Students, Parents and Guardians

3.2 Catholic Education Archdiocese of Brisbane Code of Conduct

3.3 Health, Safety and Wellbeing Policy

3.4 Privacy Policy

3.5 Safeguarding Policy

3.6 Student Protection Policy

3.7 Student Wellbeing Policy

3.8 Workplace Bullying & Unlawful Discrimination Policy

3.9 Workplace Sexual Harassment & Related Unlawful Behaviours Policy

3.10 Catholic Education Archdiocese of Brisbane Complaints Management Policy

3.11 Catholic Education Archdiocese of Brisbane Safeguarding Framework

3.12 Catholic Education Archdiocese of Brisbane Whistleblower Policy

3.13 AS/NZS ISO 10002:2018 – Guidelines for complaints in organisation

3.14 National Catholic Safeguarding Standards Ed 2.



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