

# FACT SHEET: Staff, Contractor and Job Applicant Complaints About Privacy

The purpose of this fact sheet is to outline Brisbane Catholic Education's processes for managing privacy complaints from employees, contractors and job applicants (referred to as 'complainant' in this procedure).

## Guiding principles

Brisbane Catholic Education applies the following principles when managing complaints:

- complainants have a right to voice complaints
- complaints are resolved promptly at the point of receipt, where possible, by the line manager or Brisbane Catholic Education contact
- complaints will be handled fairly, objectively, and confidentially
- complainants will not be adversely affected by making a complaint
- complaints help us to improve our services.

## Responsibilities

Complaints are managed under Brisbane Catholic Education's approved processes and in accordance with approved procedures.

Complainant responsibilities are as follows:

- try to resolve complaints themselves with the assistance from a line manager or Brisbane Catholic Education contact
- provide all relevant information and documentation when the complaint is made
- understand that resolving complaints may take some time
- inform Brisbane Catholic Education of changes affecting the complaint
- cooperate in a respectful way with Brisbane Catholic Education employees and understand that unreasonable

conduct may result in the complaint not being processed.

## How to make a complaint

1. The complainant submits their complaint in writing to the line manager or Brisbane Catholic Education contact.
2. The complaint is assigned to BCE Legal Counsel.
3. BCE Legal Counsel works with the complainant and Brisbane Catholic Education employees to resolve the complaint.
4. BCE Legal Counsel communicates the outcome of the complaint to the complainant.

## Request for review

If dissatisfied, a request for review may be submitted in writing to:

Head, School Progress & Performance  
Brisbane Catholic Education  
GPO Box 1201 Brisbane Qld 4001  
SchoolEnquiry@bne.catholic.edu.au

or submit an online complaint to Office of the Australian Information Commissioner:

[www.oaic.gov.au/privacy/privacy-complaints/](http://www.oaic.gov.au/privacy/privacy-complaints/)

## Response timeframes

The time required to resolve a complaint depends on its complexity, nature, and employee availability. Receipt of a complaint will be acknowledged as soon as possible. Additional time may be required if a complaint is submitted toward the end of a school term or outside of school terms.