

C3 Australia SRE (NSW)

Complaints Policies and Procedures



Policy

As an approved provider it is expected that C3 SRE teachers

- always maintain the highest level of professionalism in any conflict resolution process, including in both the way they speak to and about a local school and how they represent themselves and their organisation.
- listen to the school's perspective and never assume ill intent.
- always try to resolve issues at a local level first, with courtesy and respectfulness.
- keep an open communication and take ownership.

This policy refers to the way approved providers will resolve complaints.

Types of Complaints

A. Parental concerns about the SRE curriculum or the SRE teacher

- C3 Australia SRE (NSW) teachers will fully co-operate with any concerns a parent may have in regard to reportable conduct or allegations of abuse attributed to an SRE teacher or alternatively their concerns regarding the contents of the SRE curriculum.
- C3 Australia SRE (NSW) management will follow its procedures in regards to any such matter, including reporting to relevant authorities.

B. Schools concern about the conduct of an SRE teacher

C3 Australia SRE (NSW) will fully co-operate with any concerns a school may have in regards to reportable conduct or allegations of abuse attributed to an SRE teacher. It is expected that the Department of Education will follow its procedures in regards to any such matter, including reporting to relevant authorities.

C. C3 Australia SRE (NSW) concern about student, parent or teacher conduct

It is expected that a school will fully co-operate with any concerns C3 Australia SRE (NSW) may have in regards to positive behaviour for learning. We would expect the school to follow its procedures in regards to any such matter, including reporting to relevant authorities.

D. SRE teachers may have concerns in regards to the implementation of SRE at a local school.

As an approved provider, C3 Australia SRE (NSW) must follow the Department of Education School Community and Consumer Complaint Procedures https://education.nsw.gov.au/policy-library/associated-documents/School-complaint-procedure_AC.pdf

1. Acknowledge complaint

- Acknowledge a complaint within 3 working days in person or by phone - and request it in writing by the principal; then let the principal know that they will be kept up to date with the progress
- Keep the matter as confidential and only share information on a need to know basis
- Attempt to resolve the complaint directly at the local level

2. Gather information

Gather information to allow a proper assessment of concerns as quickly as possible, including:

- Special Religious Education Procedures
- Department of Education Code of Conduct
- SRE curriculum
- Information from the parties involved

3. Resolve

- Complaints should be finalised within 2 school weeks, keeping the principal informed on the progress of the complaint.
- If a delay is anticipated, inform and provide reasons for the delay.
- Mediate any reasonable outcomes suggested.
- Outcomes will depend on the circumstances of each complaint; SRE teachers are volunteers and are subject to the Department's policies and procedures and the principal is its site manager.

4. Inform

- The C3 Australia SRE (NSW) coordinator (or manager if no coordinator is in place) should provide information about the outcome to the principal
- He/She should then notify the C3 Australia SRE (NSW) manager and other providers in the case of a combined arrangement.
- When giving the outcome information, explain the outcome of the complaint and any action to be taken, by whom and when; the reasons for the decision; and any internal or external options for review.
- The complaint outcome should be confirmed in writing to the principal.
- Any formal complaint must be documented on C3 Australia SRE (NSW) Complaint form and may require additional record keeping e.g. notes of meetings. While it is good practice to provide as much information as you can about outcomes, it is also important to keep confidential specific personal details.
- If an SRE teacher is the subject of a complaint, he/she should be provided with information about the outcome.
- Take all reasonable steps to implement and monitor the outcomes of the complaint.

5. Implement actions

- Where the outcomes involve a combined arrangement, other providers should be given the same information as the principal.

6. Record outcome

C3 Australia SRE (NSW) manager or coordinator should share with the principal:

- Their contact details
- How they managed the complaint
- The outcome of the complaint, including how and whether any concerns were substantiated
- Actions taken in response and steps taken to follow up the outcome actions

7. Ongoing responsibilities

C3 Australia SRE (NSW) has ongoing responsibilities to:

- Respond to and manage a complaint from a principal so that the complaints process is accessible to all providers' representatives
- Take reasonable steps to prevent people making complaints being treated unfairly because a complaint has been made by them or on their behalf
- Keep confidentiality about complaints at all times, including after a satisfactory resolution. This requires everyone, including the complainant, to ensure that information is restricted to those who genuinely need to know.
- Support those involved. To the extent possible the approved provider should monitor the well-being of all parties involved in or impacted by the complaint and arrange support where available.

Appendix

- School Community and Consumer Complaint Procedure
https://education.nsw.gov.au/policy-library/associated-documents/School-complaint-procedure_AC.pdf
- C3 Australia SRE (NSW) Complaint form

