

Has someone made a complaint about you?



Here's how to respond

1. The person making the complaint may ask to talk it over with you. You are encouraged to meet with the person, understand the nature of their grievance, and try and reach an amicable settlement. Often complaints are based on a misunderstanding and can be resolved through clarification, and if appropriate, an apology.
2. If the issue is not resolved the complainant may seek the involvement of your Principal or line manager who may be able to assist in resolving the complaint through facilitated meetings.
3. If these two steps do not resolve the matter the complainant may make a formal complaint a senior Catholic Education Diocese of Cairns (CEDC) staff member or member of the PSSO will be assigned to manage the process. You will be asked to respond with a written statement and may be asked to attend a meeting with or without the complainant/s. If you are a staff member with CEDC and the complaint results in allegations being made against you, you may receive a request to attend an interview to respond to the allegations
4. Your statement or interview will be your version of events – who is involved, when it happened, where it happened, any contextual information, names of witnesses or confidants. If you regard the complaint as frivolous or vexatious you should outline your reasons.
5. Once a formal process has begun you should not have contact with the complainant without the endorsement of the process manager.
6. Having investigated the matter the senior staff member, or in serious cases the Executive Director, will make a determination on the complaint. If you are not happy with the outcome you have a right to appeal to the CEDC Executive Director via the PSSO, within 30 days.



Remember:

- You are entitled to seek independent legal advice and separate recourse through the legal process, at any stage.
- All parties have a right to expect confidentiality in the management of grievance and complaint processes.
- Our processes do not tolerate frivolous or vexatious complaints.
- If a complaint is upheld there could be consequences under the CEDC relevant Codes of Conduct for staff or Code of Conduct for Parents and Volunteers
- You will be provided natural justice in any complaint made against you, this will include an understanding of the complaint, a right to provide a response to the complaint and the right to have a support person with you during any meetings or interviews.

Policy statement:

Catholic Education Diocese of Cairns is committed to developing an educational and organisational culture based on mutual trust and respect. We are committed to providing a safe and supportive work and learning environment for all employees and students.

We acknowledge that employees, students and parents may sometimes have a complaint about a decision, behaviour, act or omission that they feel is unacceptable.

While most issues can be resolved through direct discussion between the parties concerned, there may be instances in which this is not possible. This is one of a series of four posters to provide guidance on a process for grievance resolution.



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