



## **DOMINICAN EDUCATION AUSTRALIA LTD POLICY AND PROCEDURES FOR THE MANAGEMENT OF COMPLAINTS**

Dominican Education Australia (DEA), is a Ministerial Public Juridic Person which has six Education Ministries within its network. It is committed to ensuring that any person who engages, or has previously engaged with, any of its Ministries, has the right to raise a complaint and to have their concerns addressed in ways that ensure fairness, accountability and transparency.

DEA will provide a complaints management procedure that:

- Is simple to use
- Is available to the public via the DEA website
- Ensures complaints are fairly assessed and responded to promptly by the appropriate persons charge with the governance of DEA
- Is procedurally fair and follows principles of natural justice.

### **OUR COMMITMENT**

If you make a complaint to DEA about an incident involving one of our Education Ministries you can expect that we will:

- Treat you with respect
- Tell you what you can expect while your complaint is being reviewed
- Advise you of the appropriate level of governance authority to address the complaint so that the complaint handling process can be carried out in a fair and open way.

### **MAKING A COMPLAINT**

A person wishing to make a complaint in relation to a DEA Education Ministry may do so verbally or in writing to:

- The Principal of the particular Education Ministry if it concerns operational matters, including treatment of students
- The Board Chair of the particular Education Ministry if it concerns governance of operational matters

If the complaint concerns:

- A staff member, the complaint will normally be dealt with by the Principal or his/her nominee
- The operations of the Education Ministry, the complaint will normally be assessed by the Principal or his/her nominee
- The actions of the Principal, the complaint will normally be assessed by the Chair of the Education Ministry Board
- The actions of the Board of the Education Ministry, the complaint will normally be assessed by the Trustees of DEA through the Chairperson of DEA.

Written complaints may be sent to the relevant Education Ministry or to the Trustees of Dominican Education Australia (DEA). Contact details can be found on the DEA website.

## **Historical Complaints**

A person wishing to make a complaint relating to a time before the creation of DEA on 11<sup>th</sup> January 2016, then your complaint may be assessed by the relevant Congregational Leader:

- the Congregation of the Dominican Sisters of North Adelaide (St Dominic's Priory College),
- the Holy Cross Congregation of Dominican Sisters, Adelaide (Cabra Dominican College, St Mary's College)
- the Congregation of the Dominican Sisters of Eastern Australia and the Solomon Islands (Santa Sabina College, St Lucy's School, Siena College)

## **PROCEDURES FOR COMPLAINTS MANAGEMENT TO THE TRUSTEES OF DEA**

The person managing complaints to the DEA Trustees will be responsible for:

1. Registering the complaint:
  - Documenting the complaint if received by phone
  - Registering the complaint in the DEA Complaints Register
  - Informing the complainant that their complaint has been received and advising them about the most relevant authority which will investigate the complaint, including providing relevant contact details or seeking permission to share the complaint as received.
2. When the DEA Board of Trustees are investigating the complaint:
  - Examining the complaint within 7 working days of the complaint being received
  - Informing the complainant in writing within 10 working days of the complaint being received of what is being done to investigate and resolve it, and the expected timeframe for resolution.

As far as possible, complaints or appeals will be investigated and resolved within 20 working days of being received. If this timeframe cannot be met, the complainant will be informed of the reasons why and of the alternative timeframe for resolution.

## **RECORD KEEPING**

A register of complaints will be kept by DEA. The register will be maintained by the CEO and will record for each complaint:

- Details of the complainant and the nature of the complaint
- Date lodged
- Action taken
- Date of resolution and reason for decision
- Indication of complainant being notified of outcome
- Complainant response and any further action

Copies of all correspondence and other materials received by DEA in connection with a complaint will be kept for 50 years.

The Complaints Register and files will be kept confidential and access of restricted to the CEO and the Board of DEA Trustees.

A statistical summary of the complaints and appeals will also be kept by DEA and maintained by the CEO who will be responsible for preparing a report on received feedback and complaints once a quarter for the DEA Board.

## RELATED DEA DOCUMENTS

- Safeguarding Children and Vulnerable People Policy (v2 2020)
- DEA Statement of Commitment to Child Safety - 2022
- DEA Privacy Statement (2018)
- Form for Reporting a Critical Incident, Complaint or Allegation of Inappropriate Behaviour

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### Document History:

<b>Date</b>	<b>Change</b>	<b>By Whom</b>	<b>Version No.</b>
October 2021	Implementation	DEA Board	V1
Review October 2023			