

Complaints and Grievance Policy Statement

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Catholic Education Northern Territory (CENT) is committed to enhancing the inherent dignity of all students, staff and families to ensure the fullness of life for all. (John 10:10) CENT is committed to providing a positive, productive and harmonious workplace and learning environment. Prompt resolution of complaints and grievances is essential to building and nurturing a positive workplace and learning culture. This policy and supporting guidelines assist in achieving that goal.

Staff working in Catholic Education Northern Territory, undertake an essential role in the teaching ministry of the Catholic Church; as a Catholic community we recognise and honour the inherent dignity of each individual.

This policy provides an overarching statement on the provision of an environment in which staff, students and parents/carers voices are welcomed and complaints and concerns are actioned in a timely manner, with a student focus.

CENT recognises that it is in the best interests of students for there to be a trusting and cooperative relationship between parent(s), guardian(s), carers(s) and school. Complaints are an important way for the school community to provide information and feedback to a school. CENT considers that every complaint or concern raised provides a valuable opportunity for reflection, dialogue and learning.

It is CENT's belief that complaints are best handled at the school level in an environment where individuals feel able to speak up about issues concerning the education of their children.

This policy applies to all system and school staff in Catholic Education Northern Territory. Where a school also operates a preschool service or other education and care service regulated under the National Quality Framework, the department is obliged to ensure regulatory requirements are maintained at all times in accordance with the Education and Care Services National Law¹ and Education and Care Services National Regulations². This includes ensuring that complaints are handled in a way which is child focused; provision for the management of a complaint alleging harmful sexual behaviours exhibited by a child; and notifying Quality Education and Care NT (QECNT) within 24 hours of any complaints alleging that a serious incident has occurred.

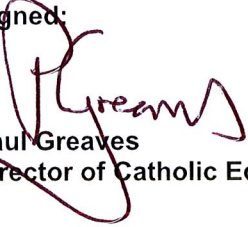
Complaints regarding Child Safety regulations should refer to the Catholic Education Safeguarding Policies and procedures. <https://sites.google.com/nt.catholic.edu.au/safeguarding/safeguarding-docs>

¹ <https://legislation.nt.gov.au/en/Legislation/EDUCATION-AND-CARE-SERVICES-NATIONAL-UNIFORM-LEGISLATION-ACT-2011>

² <https://www.acecqa.gov.au/nqf/national-law-regulations/national-regulations>

Signed:

Date: 30/11/2023



Paul Greaves
Director of Catholic Education