



Complaints Resolution Policy

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1. Purpose

- 1.1 This policy is intended to ensure that the Catholic Diocese of Maitland-Newcastle (Diocese) handles complaints fairly, efficiently, and effectively by the implementation of

3.3 The Diocese expects each agency to establish and maintain a fair, effective, and efficient complaint management process.

3.4 The Diocese expects its workers to:

- a. treat all people with respect, including people who make complaints.
- b. assist people to provide feedback and make a complaint, if needed.
- c. be aware of and comply with the Complaints Resolution Policy.
- d. provide feedback to operational leadership on issues arising from complaints.
- e. provide suggestions to operational leadership on ways to improve the complaints management process.
- f. implement changes arising from individual complaints or from the analysis and evaluation of complaint data.

4. Terms, definitions, and acronyms

TERM	DEFINITION
Administrative Inquiry	<p>An administrative inquiry is a structured process undertaken to investigate whether there is sufficient evidence to sustain a complaint. Administrative inquiries apply the civil standard () and do not address questions of innocence or guilt; nor can administrative inquiries unilaterally achieve in canonical jurisdictions.</p> <p>See Safeguarding Framework Policy 2022.</p>
Administrative Review Officer	<p>A member of the Complaint Management Service at diocesan Governance who may be allocated to finalise a complaint by Administrative Inquiry.</p>
Complaint	<p>A complaint is an expression of dissatisfaction made to or about the Diocese, the services the Diocese offers, a diocesan worker or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.</p> <p>A complaint is not a request for service, an expression of concern, opinion, or feedback where a response is not explicitly or implicitly expected.</p>

TERM	DEFINITION
	inappropriate conduct or poor service or a person acting on another person's behalf for example, the responsible adult for a child.

- b. Conflicts of interest, whether actual or perceived, will be managed responsibly. In particular, administrative Inquiries about how a complaint was managed will be conducted by a person other than the original decision maker.

5.2.4 Responding flexibly – diocesan workers are empowered to resolve complaints promptly and with as little formality as possible.

- a. Diocesan agencies will adopt flexible approaches to service delivery and

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Diocese will receive complaints about the services and staff of the diocesan agency and that of the contracted service providers.

5.3.2 Empowerment of diocesan workers – all diocesan workers managing complaints are empowered to implement the diocesan complaint management system as relevant to their role and responsibilities.

5.3.3 Diocesan workers are encouraged to provide feedback to operational management about the effectiveness and efficiency of all aspects of the diocesan complaint management system.

5.4 Manage unreasonable conduct by people making complaints

5.4.1 The Diocese is committed to being accessible and responsive to all people who approach it with feedback or complaints. The successful resolution of complaints by the Diocese depends on the:

- a. ability of diocesan workers to do their work and perform their functions in the most effective and efficient way possible,
- b. health, safety, and security of diocesan workers, and
- c. ability to allocate diocesan resources fairly across all complaints received.

5.4.2 When people behave unreasonably in their dealings with the Diocese, their conduct can significantly affect the progress and efficiency of the diocese:

