



Complaints Handling Policy

Approved by the EREA Board: 24 September 2018

- Rationale:** EREA is committed to resolving conflicts resulting from complaints. A professional response to valid complaints ensures a prompt and just outcome and provides an opportunity to restore relationships and improve service.
- (This policy supports the resolution of external complaints. Employee complaints of bullying, discrimination or harassment are addressed through the EREA Workplace Bullying, Discrimination and Harassment Policy and Guidelines.)
- Principles:** EREA is committed to handling complaints in a manner consistent with our values and The Charter for Catholic Schools in the Edmund Rice Tradition, modelling the Gospel practices of forgiveness and reconciliation by the manner in which conflict is resolved.
- In responding to complaints, EREA will adopt processes that are timely, fair, restorative and respectful. EREA seeks to be transparent in responding to and resolving complaints.
- Policy Statement:** EREA will use reasonable endeavors to respond to complaints received by it in a just and timely manner with regard to principles of natural justice, fair process and respect for the rights of the parties involved in a valid complaint.
- Applicable to:** All EREA employees, and members of EREA's Board, Council and Committees.
- Key Responsibilities:**
- EREA Council**
The EREA Council endorses the Complaints Handling Policy and its implementation.
- EREA Board**
The EREA Board is responsible for approving the Complaints Handling Policy.
- Executive Director**
The Executive Director is responsible for overseeing the development and implementation of procedures to ensure compliance with this policy.
- Principals**
Principals are responsible for the development, implementation and publishing of Complaints Handling processes in their schools in accord with this EREA policy and any regulatory requirements of state and territory authorities.
- Review:** The EREA Complaints Handling Policy will be reviewed every four (4) years unless there is a legislative or regulatory requirement to do so earlier.

Related Information: EREA Complaints Handling Program – *CompliSpace web enabled content*
EREA Code of Conduct
EREA Privacy Policy
EREA Conflict of Interest Policy