

Any person may make a complaint and Catholic Education, Archdiocese of Canberra and Goulburn takes all complaints seriously. All complaints will be dealt with fairly, effectively, impartially, confidentially and quickly. People raising complaints can expect to:

- Be treated respectfully and fairly
- Have the matter dealt with as soon as possible
- Be informed of progress
- Be told of the outcome.

Making a Complaint

Where a complaint involves a person's actions (in contrast to a process or policy), people are encouraged to raise the issue with the person in the first instance if they are comfortable doing so.

To raise a formal complaint and ensure CECG receives all the facts and issues accurately, complaints should be made in writing – either by email or by letter to the Service Area Leader, Principal, ELC Director. The person receiving the complaint will arrange for it to be referred to the most appropriate area.

Complaints may also be made by telephone by calling the school, ELC or Catholic Education Office reception and asking for the appropriate action officer. Workers receiving complaints by telephone will ask to confirm the complaint details in writing (e.g. exchange of emails between the complainant and person receiving the verbal complaint) to ensure the facts and desired resolution are recorded accurately.

Resolving a Complaint

All complaints will be resolved in line with the CECG Complaints Policy. A copy of the full Complaints Policy is available at the CECG website: <https://cg.catholic.edu.au/parents/policies/>

CECG is able to resolve complaints:	CECG is not able to resolve complaints:
Where an issue or incident affects a student, parent/carer, worker or community member in a way that breaches CECG policies and requirements, or relevant laws.	Where the issue or incident is not within CECG's ability to resolve, for example Family Law issues or therapeutic treatments to children that fall outside CECG's capacity to provide.
Where a policy or procedure is believed to be deficient in some way.	Where the issue is a personal matter rather than a failure of policy or procedure, for example failing grades or appropriate discipline that follows CECG policies and procedures.
Where the Service Area, School or ELC has not followed a policy or procedure, or relevant laws.	Where the issue has previously been reported and dealt with in accordance with policies and procedures.