



**Catholic Archdiocese of
Canberra & Goulburn**

CCD Grievance Procedure

This document is to be used in conjunction with the Archdiocesan Policy

INFORMATION TO BE INCLUDED ON THE FORM:

- Submission date of complaint/dispute letter
- Complainant's First and Family names
- Complainant's contact details, i.e. phone, email and address.
- School name and suburb
- Parish name and suburb
- Parish Coordinator

COMPLAINANT'S NAME

First Name _____ Last Name _____

Phone _____ Email _____

Address _____

School _____ Parish _____

Parish Coordinator _____

SELECT FROM THE FOLLOWING. THE COMPLAINANT IS FROM A:

Parent

SRE Teacher (Catechist)

NSW DoE School/Teacher

CCD Employee

Priest



Catholic Archdiocese of Canberra & Goulburn

COMPLAINT DETAILS:

- Please set out your information as clearly and as briefly as possible.
- Focus and record the facts, e.g.
 - o Date of incident
 - o Brief description of incident
 - o What steps have taken to resolve the problem thus far
 - o Have you raised this complaint with anyone before? If so, who did you speak to and what was the result?
 - o What is the result being sought?

SUBJECT OF COMPLAINT/DISPUTE:

- .. Curriculum
- Student behaviour
- .. Catechist behaviour
- .. Change of SRE class schedule by school without negotiation
- .. WHS issue
- .. Other

DETAILS OF COMPLAINT/DISPUTE:



**Catholic Archdiocese of
Canberra & Goulburn**

CCD ACTION TAKEN:

- Record any immediate risk management taken



**Catholic Archdiocese of
Canberra & Goulburn**

CONFIDENTIALITY STATEMENT:

E.g: personal information and details of the compliant will remain confidential.
However, the information you provide may be provided to the NSW Ombudsman, the
Independent Commission against Corruption the Police or IPSS if required.