

Who do I speak to?

Speak with someone at the agency you feel comfortable with about your concerns.

A manager may contact you as they are likely to know about the situation and can help you to find a solution.

What is the timeframe?

The Diocese expects that each agency will resolve complaints as efficiently as possible and in the best interests of those involved.

The agency will talk to you about an outcome or pathway for resolution and provide reasonable timeframes for actions to be completed.

What can I expect from the agency?

- ▶ Respectful, constructive communication
- ▶ A willingness to listen
- ▶ Working together in partnership
- ▶ Clear and accessible information
- ▶ Fairness and impartiality
- ▶ Maintain privacy and confidentiality

What will the agency expect from me?

- ▶ Respectful, constructive communication
- ▶ A willingness to listen
- ▶ Working together in partnership
- ▶ Model positive behaviour
- ▶ Flexibility, adaptability and understanding

What if I require additional support?

Let the agency know if you require additional support. This may include:

- ▶ a support person
- ▶ interpreter
- ▶ reasonable adjustments



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How to make a complaint



Our commitment to you

- ▶ The Diocese is committed to providing across its agencies a fair, effective and efficient complaint management process that is consistent with the Catholic Social Teachings.

What is an agency?

- ▶ A diocesan agency provides a service on behalf of the Diocese, for example systemic schools, Catholic Schools Office, St Nicholas Centres, CatholicCare, Hunter Community Housing and Catholic Community Fund.



What can I complain about?

- ▶ You make a complaint about a service offered by the Diocese, a diocesan worker or the handling of a complaint.

How can I make a complaint?

- ▶ You can provide feedback or make a complaint directly to the agency involved in person, by phone, email or through the online complaint form at www.mn.catholic.org.au or by scanning this QR code.



The Complaint Process

WE ENCOURAGE YOU TO RAISE CONCERNS WITH YOUR PRIMARY CONTACT AT THE AGENCY OR THEIR MANAGER. IF POSSIBLE, THEY WILL SEEK TO RESOLVE ANY ISSUES AT FIRST CONTACT



Review Options

