



SRE Complaints Procedure

CRC Churches International NSW/ACT/QLD (referred to herein as CRC NSW) values the opportunity that is Special Religious Education. CRC NSW seeks to serve NSW Public Schools and their families with both professionalism and a practical display of the love of Jesus to all in our provision of SRE.

SRE teachers are expected to abide by the DoE's Code of Conduct. CRC NSW acknowledges that from time to time a parent, student or school may wish to seek clarity, raise a concern, or lodge a complaint. This could be regarding an SRE lesson/curriculum, teacher or the implementation of SRE at a school at which CRC NSW is serving. Because SRE occurs within a unique framework the individual may not know who their concern should be directed to. Regarding implementation this should go to the school. Regarding the lesson content or teacher this should be the Authorised SRE provider (CRC NSW). In a combined arrangement the complaint should go to the provider who has authorised the teacher or curriculum concerned.

Any concerns or complaints will be treated as a valuable opportunity for improvement in either practice or communication or both. All persons involved shall be treated with dignity and respect. Any complaints of a serious child-protection nature will involve the Principal &/or DoE Child Wellbeing Unit and whenever appropriate NSW Police. CRC NSW, as an Approved Provider will abide by the Department of Education's [Complaints Handling Policy](#).¹

Lodging & Resolving a Complaint:

Clarifications / concerns / complaints should ideally be handled at the local level directly with the people involved ensuring the local CRC Churches SRE Coordinator is informed of the resolution. When this has been attempted and failed or is not appropriate the local CRC Churches SRE Coordinator (or if undesignated the Senior Minister) shall be informed of the concern.

The SRE Coordinator will meet with the SRE teacher and the School's SRE Coordinator to ensure full understanding and to begin the resolution of the complaint. Advice may be sought from the CRC Churches NSW SRE Coordinator. Unresolved/more serious complaints shall then involve the Principal & the CRC NSW SRE Coordinator (via the local Senior Minister). Complaints shall be dealt with in a timely fashion, normal expectation is that this occur within 20 work days).

This procedure will be reviewed on a regular basis.

Last reviewed January 2020.

¹ <https://policies.education.nsw.gov.au/policy-library/policies/complaints-handling-policy>

Acknowledge the complaint

- Acknowledge and document the complaint
- Inform relevant parties of the complaint
- Attempt to resolve the issue at a local level if possible

Gather Information

- Collate sufficient information to allow an informed assessment of the concerns.
- Information gathered may include, but is not limited to:
 - Religious Education Implementation Procedures
 - Relevant Department of Education policies and procedures
 - relevant Approved provider policies and Procedures
 - SRE Approved curriculum content and teaching notes
 - Information from the SRE teacher/ co-ordinator and/ or school SRE co-ordinator or classroom teacher

Resolve

- Complaints and concerns should be resolved within a timely manner if at all possible. ACC would consider 20 days a reasonable timeframe for most complaints, unless legal investigations, or Department of Education processes precluded such timeframes.
- Resolution should include reasonable suggestions from the Principal, however the Approved Provider remains solely responsible for curriculum content and SRE teacher training and Authorisation
- Outcomes will depend on the circumstances of each individual complaint

Inform

- All relevant parties should be informed of the outcome of the complaint and any actions to be taken
- records of the complaint resolution process, outcomes and actions should be kept ensuring that privacy policies are adhered to

Implement

- All reasonable steps should be taken to ensure the identified actions to resolve the complaint are implemented

Ongoing response

- Approved Provider will maintain confidential records of the complaint, resolution and actions taken
- Approved provider will take reasonable steps to ensure that people making complaints continue to be treated fairly and provide support to parties involved or impacted by the complaint
- Approved Provider will take steps to improve processes identified requiring action by the complaint and/ or work with the Department of Education in regards to ensuring Religious Education Implementation Procedures

This flow chart has been sourced from the Australian Christian Churches SRE Complaints Process Document. References to ACC apply to CRC NSW.

<https://www.nswacc.org.au/wp-content/uploads/2018/03/COMPLAINTS-PROCESS-SRE.pdf>