

## COMPLAINTS PROCESS SRE

ACC NSW recognises that occasionally there may be conflicts or complaints that require resolution.

Complaints may fall into the following four categories:

- 1) SRE teachers may have a concern about the implementation of SRE at a local school**
- 2) Schools may have a concern about an SRE teacher**
- 3) Parents may have a concern about the SRE curriculum or the SRE teacher**
- 4) Approved Providers may have concerns about the conduct of a student, parent or professional classroom teacher**

ACC NSW expects its teachers to always maintain the highest level of professional and Christian conduct in any conflict resolution process. This includes both the way they speak to and about a local school and how they represent ACC and the Church as a whole. ACC NSW expects its teachers to listen to the school's perspective and never assume ill intent.

ACC NSW, as an Approved Provider will abide by the Department of Education's [Complaints Handling Policy](#), as well as the ACC NSW complaints procedure for SRE.

In any situation, management of the complaint should include the following key stages:

## 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

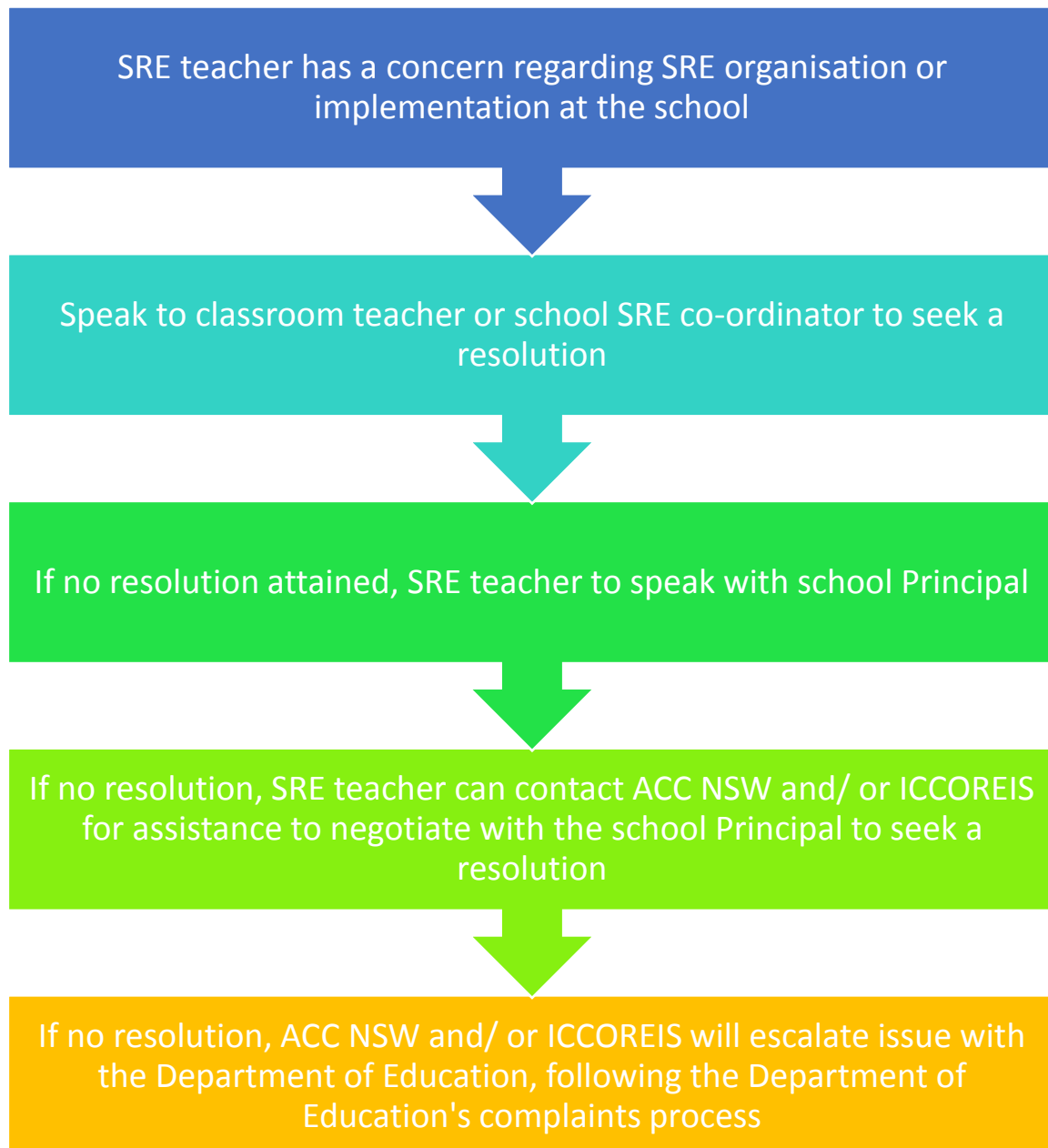
## Ongoing response

- 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

**COMPLAINTS PROCESS when SRE teacher concerns regarding SRE Implementation at a local school:**

ACC NSW expects its teachers to always try to resolve issues at a local level first, with courtesy and respectfulness, however should they continue to find that the Department of Education's Implementation procedures are not followed, the process below should be initiated.

**Complaints Flow Chart SRE teacher concerns**



## COMPLAINTS PROCESS when the school has a concern regarding an ACC SRE teacher:

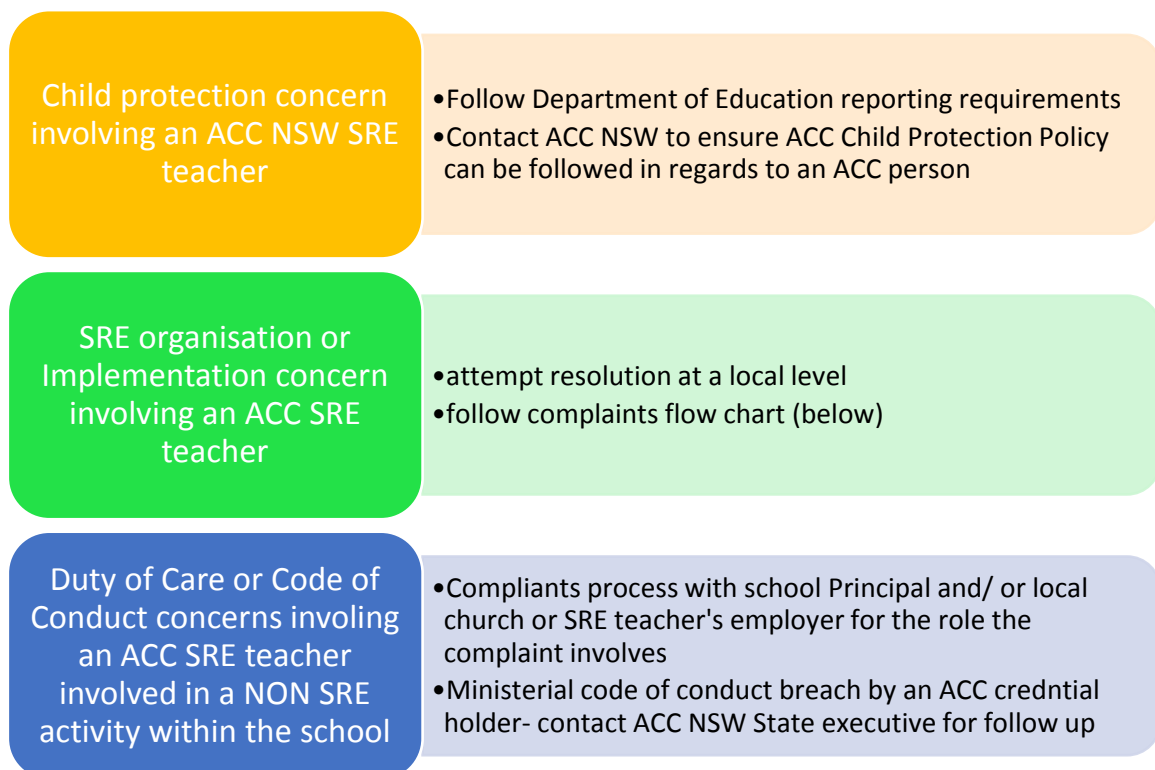
ACC NSW recognises that occasionally a school may have concerns regarding ACC SRE teachers at a local school.

**ACC NSW will fully co-operate with any concerns a school may have in regards to reportable conduct or allegations of abuse attributed to an ACC SRE teacher.** ACC NSW would expect the Department of Education to follow its procedures in regards to any such matter, including reporting to relevant authorities. ACC NSW would also expect that the local school and/ or Department of Education would notify ACC NSW Safer churches of any such process to ensure ACC NSW can also follow their procedures in such matters.

ACC NSW expects that concerns regarding lesson content, classroom management or information given to students or breaches of duty of care are initially handled at a local level following the Department of Education's Code of Conduct and conflict resolution processes. If no resolution is attained, the issue can be escalated according to the process outlined below

If the complaint is in regards to an activity the SRE teacher is involved in within the school, that is **NOT SRE**, then this should be resolved within the school with the school Principal (who should have signed and approved a job description for any activity the SRE teacher has been invited to do) **AND** with the local church or SRE teacher's employer for that role.

ACC NSW would only be involved in such instances, should there be a **breach of the Minister's Code of Conduct and the person against whom the complaint was made, held an ACC credential.**



## Complaints Flow Chart School SRE Teacher Concerns



## **COMPLAINTS PROCESS when a parent has a concern about SRE Curriculum or SRE teacher:**

ACC NSW recognises that occasionally, a parent may have questions or concerns about the SRE curriculum content and/ or how the curriculum content is taught and/ or the behaviour of an SRE teacher.

ACC NSW expects its teachers to always maintain the highest level of professional and Christian conduct in any conflict resolution process. This includes both the way they speak to and about a local school, a parent or student and how they represent ACC and the Church as a whole. ACC NSW expects its teachers to listen to the parent's perspective and never assume ill intent.

ACC NSW has links to the scope and sequence of all its Approved Curriculum listed on its website. SRE teachers are obliged to inform the school of the curriculum they are using and should have the curriculum and teacher notes readily available for a parent to see, should a concern arise around content.

If a parent has a complaint in regards to an ACC SRE teacher the following process should be implemented: *(note: any Child Protection or Reportable Conduct concerns will follow the process outlined previously using both the Department of Education's reporting Policy and the ACC Child Protection Policy)*

Parent has an SRE complaint involving and ACC SRE teacher

Contact the School SRE Co-ordinator and/ or download the complaint form available on the NSW ACC website and return it to NSW ACC

Child Protection Concern to follow the Department of Education Reporting Policy. Principal to inform ACC NSW of complaint to ensure the ACC NSW Child Protection Policy is also implemented and the complaint and the complaint is handled using Key stages outlined previously

Complaint regards to SRE curriculum content or delivery is referred to the local church SRE-Co-ordinator for follow up initially with the local teacher and/ or the Approved Provider using the Key stages of complaints handling

Complaint regards to SRE teacher behaviour that does not involve Child Protection issues or Reportable Conduct is referred to the local church SRE-Co-ordinator for follow up initially with the local teacher and/ or the Approved Provider using the Key stages of complaints handling

## **COMPLAINTS PROCESS when an Approved Provider has a concern regarding a parent, student or professional classroom teacher**

ACC NSW recognises that occasionally, a parent, student or professional classroom teacher may act in ways that cause concern for the local SRE teacher and/ or ACC NSW.

ACC NSW expects its teachers to always maintain the highest level of professional and Christian conduct in any conflict resolution process. This includes both the way they speak to and about a local school, a parent or student and how they represent ACC and the Church as a whole. ACC NSW expects its teachers to listen to the parent, student or teacher's perspective and never assume ill intent.

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If a concern is in regards to the welfare of a student or parent, ACC NSW will follow legal reporting guidelines and/ or the school discipline and welfare procedures

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ACC SRE teachers may inform the school of local welfare support available to parents or students that can enhance the support provided by the school itself

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ACC NSW expects its SRE teachers to refer students to appropriate professional support when necessary.

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If a local ACC NSW SRE teacher, or ACC NSW, As the Approved Provider, has concerns in regards to the behaviour of a professional classroom teacher, they will report their concerns to the school SRE Co-ordinator for minor issues for local resolution or the Principal for concerns regarding breaches of the Department of Education's Code of Conduct using the Department of Education's Complaints handling policy . ACC NSW advises SRE teachers to inform their Approved Provider they have made a complaint without disclosing any unnecessary confidential details to ensure they receive ongoing support and assistance

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If a local ACC NSW SRE teacher, or ACC NSW, As the Approved Provider, has concerns in regards to the behaviour of another SRE teacher, they will report their concerns to the school SRE Co-ordinator for minor issues for local resolution or the responsible Approved Provider for concerns regarding breaches of the Department of Education's Code of Conduct. Any concerns that require a legal response will be reported following appropriate reporting policy. ACC NSW advises SRE teachers to inform their Approved Provider they have made a complaint without disclosing any unnecessary confidential details to ensure they receive ongoing support and assistance