



DIOCESE of
PARRAMATTA



Complaint Management Framework

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(Document version numbering convention will follow the following format. Whole numbers for approved versions, e.g. 1.0, 2.0, 3.0 etc. With decimals being used to represent the current working draft version, e.g. 1.1, 1.2, 1.3, 1.4 etc. For example, when writing a policy document for the first time – the initial draft will be version 0.1).

Version	Date	Updated by	Description
1.0	11/2018	Unknown	Draft
2.0	04/06/2020	Amy Donohue	Changed branding. Updated frequency of review to five years.

1. INTRODUCTION

Our mission in the Diocese of Parramatta is to proclaim the word of Jesus Christ and his message of love and salvation to all. The parishes and agencies of the Diocese share in this mission.

In carrying out this mission we sometimes fall short of Gospel standards and the various diocesan policies which are Gospel centred. This is why we have developed a Complaint Management Framework so that you can be assured that receiving and responding appropriately to complaints is part and parcel of the way we strive to improve our service to our diocesan community.

This Complaint Management Framework sets out our approach to receiving and responding to complaints. Of particular significance is our commitment to developing a culture which invites feedback. You will find this and other significant principles and processes elaborated in the Framework.

In endorsing this Framework, I thank you for all you do to promote the mission of Jesus in the Diocese of Parramatta.

Yours sincerely in Christ
Bishop Vincent Long Van Nguyen OFM Conv DD
Bishop of Parramatta

2. SCOPE

This policy applies to all commissioned organisations within the Diocese: the Chancery, Catholic Education, Catholic Care, Diocesan Development Fund.

3. COMPLAINT MANAGEMENT FRAMEWORK

1. A Culture that invites feedback

- Enabling complaints
- Making sure that people have access to the complaint management process and are supported if they need help
- Providing guidance in a range of accessible forms



2. Responding to Complaints

- Ensuring that resources are available to respond effectively to complaints when they are received
- Assessing the complaint to determine an appropriate course of action



3. Accountability and Learning

- Maintaining effective complaint record-keeping systems
- Sharing complaint information when required
- Using feedback to inform planning and decision-making

3.1 Process

PROCESS	PRINCIPLES
1. A CULTURE THAT INVITES FEEDBACK	<p>The Diocese of Parramatta nurtures and encourages a culture that empowers people to communicate their concerns, experiences and complaints without fear of retribution.</p> <p>We support people when they do so as we recognise that this step requires courage and that it may have been easier to remain silent.</p>
Enabling Complaints	<p>1.1 Leaders of parishes, agencies and ministries of the Diocese of Parramatta will be accountable for nurturing and encouraging a culture that is reflective of the values of the Gospel in the management of complaints by:</p> <ul style="list-style-type: none"> • inviting feedback and respecting complainants • being responsive to complaints • acknowledging cultural diversity • engaging with the voices of children and other vulnerable people • applying independence and objectivity • accepting anonymous complaints
Access and Support	<p>1.2 Information about how to make a complaint will be clearly communicated and easily understood</p> <p>1.3 Flexibility will be demonstrated by accepting complaints in a range of forms</p> <p>1.4 Complainants will be afforded support where appropriate</p>
Guidance	<p>1.5 People working in parishes, agencies and ministries of the Diocese of Parramatta will receive information and engage in regular professional learning about encouraging, receiving and responding to complaints</p> <p>1.6 Parishes, agencies and ministries of the Diocese of Parramatta will have clear policies and procedures in place for the management of complaints</p>
2. RESPONDING TO COMPLAINTS	<p>The Diocese of Parramatta strives to respond to complaints with compassion, professionalism and integrity by ensuring that:</p> <ul style="list-style-type: none"> • all workers understand our approach to complaint management; and, • trained personnel will be available to manage the interests and rights of all people involved in the complaint management process.
Responsiveness	<p>2.1 Information about the complaint management process will be readily accessible</p>

	<p>2.2 Complainants will be provided with information and kept up to date on the progress of the complaint, details of the process and possible outcomes, where appropriate.</p> <p>2.3 Complainants will be informed about any services available to them if applicable</p> <p>2.4 Complaints will be assessed in terms of urgency and seriousness</p> <p>2.5 Complaints will be managed with objectivity and procedural fairness</p> <p>2.6 Confidentiality will be afforded in respect of those involved in the complaints management process where practicable and appropriate</p> <p>2.7 Information about individuals is managed in accordance with the relevant privacy laws</p>
Resourcing complaint management	<p>2.8 People responsible for complaint management will engage in ongoing professional development regarding complaint management</p> <p>2.9 People engaged in roles in parishes, agencies and ministries are aware of the processes in place to ensure that complaints are responded to effectively</p> <p>2.10 The health, safety and well-being of the individuals responsible for complaint management is given consideration</p>
3. ACCOUNTABILITY AND LEARNING	<p>The Diocese of Parramatta keeps accurate records of complaints received so that it can:</p> <ul style="list-style-type: none"> • account for the actions taken in response to the complaint; and, • use the information gathered through the complaint management process to inform future decision-making; • reflect and learn from the experience.
Record-keeping	<p>3.1 Complaints will be recorded in a systematic way so that information can be easily retrieved for reporting and analysis purposes</p> <p>3.2 Each parish, agency and ministry of the Diocese will maintain records:</p> <ul style="list-style-type: none"> • how the complaint was managed • the outcome/s of the complaint, and • any outstanding actions that need to be followed up.
Learning and Sharing information	<p>3.3 Parishes, agencies and ministries of the Diocese will contribute to the development of reports related to complaints received</p> <p>3.4 Complaint management data and reports will be used to inform decision-making, policy development and planning processes of the parish, agencies and ministries of the Diocese</p> <p>3.5 Following consideration of the complaint the parties may be advised of relevant information about them and information related to the process applied in the management of the</p>

	complaint as well as any options for review that may be available to them, such as an internal review, external review or appeal if applicable.
Review and Development	<p>3.6 Complaint management processes and systems will be monitored and evaluated regularly</p> <p>3.7 Parishes, agencies and ministries will strive to implement complaint handling best practice</p> <p>3.8 Appropriate system changes will be implemented arising out of an analysis of complaint data and continual monitoring of the complaint management systems of Diocesan agencies, ministries and parishes</p>

4. TERMS AND DEFINITIONS

Term	Definition
Agencies	Refers to commissioned organisations within the Diocese as Chancery, Catholic Education, Catholic Care, Diocesan Development Fund.
Complaint	A statement raising a concern related to the Diocese, an expression of dissatisfaction made to the Diocese by any person including visitors, volunteers, community members and contractors about a service provided by the Diocese, the behaviour and decisions of staff members or about Diocesan practices, policies and procedures.
Complaint management system	The structure that provides the structure for the management of complaints including policies, procedures, practices, staff, hardware and software used by us in the management of complaints.
Feedback	Opinions, comments and expressions of interest or concern, made directly or indirectly, explicitly or implicitly, both positive and negative to or about us, about our services or complaint handling.
Framework	An essential supporting structure underlying a system or concept.
Ministries	Refers to works of the Church commissioned by the Bishop within the Diocese including such works as Youth, Family and Social Justice.
Parish	A territorial entity constituting a division within a diocese; a community of the faithful within a church, under the clerical jurisdiction and pastoral care of a parish priest, who might be assisted by one or more curates, and who operates under the authority of the Diocesan Bishop.

Policy	A ratified statement of an agency, ministry or parish providing guidance on how we should fulfil our goals in accordance with our vision and mission.
Procedure	A statement of instruction that sets out how our policies will be implemented and by whom.
Vulnerable person	A child or an individual aged 18 years and above who is or may have particular be unable to take care of themselves, or is unable to protect themselves against harm or exploitation by reason of age, illness, trauma or disability, or any other reason.
Whistleblowing	When a disclosure of serious wrong-doing is made regarding of a person who holds a senior decision-making role in an organisation. Refer to Whistleblower Policy and Procedure for more specific guidance.

Given at Parramatta, New South Wales on this fourteen of March, two thousand and nineteen.

Bishop of Parramatta

Notary