



Complaints Resolution Diocesan Procedure

DOCUMENT ID

APPLICABLE TO

DOCUMENT OWNER

APPROVAL DATE

APPROVED BY

EFFECTIVE DATE

LAST

Contents

| | |
|---|---|
| 1. PURPOSE | 3 |
| 2. SCOPE | 3 |
| 3. THE DIOCESAN COMPLAINTS MANAGEMENT SYSTEM..... | 3 |
| 4. RECEIPT OF COMPLAINTS AT THE AGENCY | 3 |
| 5. WHEN A COMPLAINT MAY BE REFERRED TO THE DIOCESAN COMPLAINTS MANAGEMENT SERVICE | 4 |
| 6. UNREASONABLE CONDUCT BY A COMPLAINANT | 6 |
| 7. CONTINUOUS IMPROVEMENT | 6 |
| 8. DOCUMENT REVIEW | 6 |

1. Purpose

- 1.1 These procedures outline a consistent approach to the resolution of complaints across the Catholic Diocese of Maitland-Newcastle.
- 1.2 These procedures are to be read in conjunction with the Complaint Resolution Policy 2022.

2. Scope

- 2.1 These procedures apply to:
 - a. all diocesan workers who receive or manage the response to a complaint, and
 - b. the people engaged with the life of the Diocese who wish to provide feedback or make a complaint about a service the Diocese provides.

3. The Diocesan complaints management system

- 3.1 All diocesan workers should act in accordance with the Complaints Resolution Policy 2022, the Complaints Resolution Diocesan Procedure 2022 and the Complaints Resolution Agency Procedure 2022 when receiving or managing the response to a complaint.
 - a. c

- 5.3.5 take steps to gather any relevant information not yet available,
- 5.3.6 liaise with relevant operational leadership where an issue in dispute may be the subject of specific direction or requirement from an external oversight body and follow the advice of operational leadership in the management of such issue,
- 5.3.7 identify whether resolution of the issues in dispute may benefit from general internal advice or external specialist advice, and
- 5.3.8 if appropriate, refer the issue to the identified advisor for advice.

5.4 Steps to address the complaint by the diocesan Complaints Management Service

After a complaint has been received and assessed the Resolution Officer will promptly:

- 5.4.1 assess whether resolution of the complaint may be assisted by a dispute resolution,
- 5.4.2 in the event the matter is assessed as appropriate for dispute resolution invite each participant to the complaint to participate in a dispute resolution conference,
- 5.4.3 where consent from each party is obtained, arrange for the dispute resolution conference to be convened, and

