

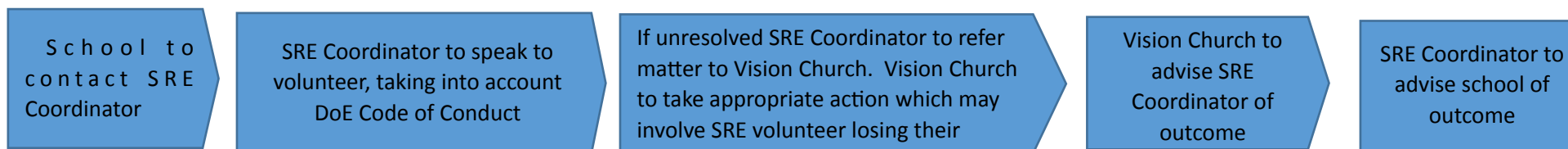
## Complaints procedures

Vision Church expects its volunteers to act professionally, respectfully and cooperatively with schools. In the first instance depending on the nature of the complaint, the Vision Church volunteer should try to resolve issues at the local level, that is between the SRE volunteer and the classroom teacher and/or the SRE Coordinator and the School SRE Liaison teacher. The flow charts below, outline the process for resolving issues where they have not been able to do so at the local level. Any complaint should be documented, actioned and all parties advised of the resolution within 20 days.

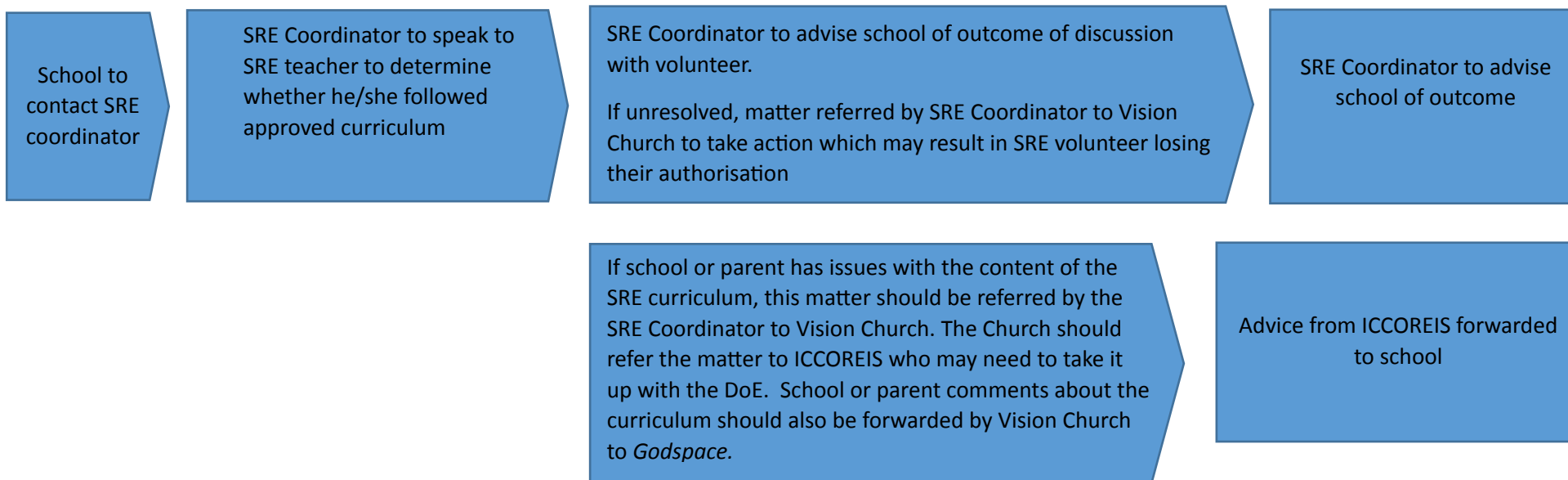
### Complaint made by school or parent about conduct of SRE volunteer, content of curriculum or implementation of SRE

Complaints by the school or a parent could involve the conduct of the SRE volunteer, content of the curriculum, or the implementation or organisation of SRE. It is expected that a parent would contact the school regarding their concern and the school in turn would contact the SRE Coordinator.

#### Complaint made by school or parent about conduct of SRE volunteer



#### Complaint made by school or parent about the content of the SRE curriculum



Complaint made by school or parent about organisation or implementation of SRE

School to contact SRE coordinator

If unresolved, the matter should be referred by the SRE Coordinator to Vision Church. The Church should refer the matter to ICCOREIS to take up with DoE.

Advice from ICCOREIS forwarded to school

### Complaint made by SRE volunteer about implementation or organisation of SRE at the school

SRE volunteer may have concern about the organisation or implementation of SRE at the school. The concern may relate to timetabling of SRE at the school.

SRE volunteer to speak to SRE coordinator

SRE Coordinator to talk to school to resolve

If no resolution, SRE Coordinator to refer matter to Vision Church. Vision Church to refer matter to ICCOREIS for advice and to take up matter up with DoE, following the DoE's complaints process.

Advice from ICCOREIS to be provided to school by SRE coordinator

### Complaint re: Child protection concern involving Vision Church volunteer

Any complaints of this nature will be dealt with in accordance with the Reporting Procedures outlined in Section 9. Of the *Vision Church Safe Ministries Policy and Procedures* and the Department of Education's reporting requirements for mandatory reporting.