

WAGGA WAGGA EVANGELICAL CHURCH

PO Box 817
WAGGA WAGGA NSW 2650
admin@wwec.org.au
ABN 16 626 431 746



WWEC SRE COMPLAINTS PROCEDURE

Purpose

Wagga Wagga Evangelical Church (WWEC) takes all complaints seriously. Any complaint received against a WWEC Special Religious Education (SRE) teacher, will be responded to in a prompt, consistent and fair manner. Our response will protect the confidentiality, dignity, health and well-being of all individuals involved.

The purpose of this procedure is to guide Wagga Wagga Evangelical Church (WWEC) to effectively address any complaints received against a WWEC SRE teacher. This will be done in conjunction with the Department of Education (DoE) policies and procedures including the DoE;

- Complaints Handling Policy; <https://policies.education.nsw.gov.au/policy-library/policies/complaints-handling-policy>
- School Community and Consumer Complaint Procedure; https://policies.education.nsw.gov.au/policy-library/policies/complaints-handling-policy/School-complaint-procedure_AC.pdf.

Process Overview

1. A parent makes a complaint against a WWEC SRE teacher to the classroom teacher.

Note: Every SRE class has a classroom teacher from the school who sits in and observes/supervises to make sure that children are cared for and that SRE teachers are meeting their obligations.

2. The classroom teacher, is to act in line with the DoE 'Complaints handling policy' statement 1.3 'Wherever possible, staff should attempt to directly resolve an issue or complaint raised by a member of the school community, a consumer, or other person by providing feedback or relevant information'.

Note: Where there is an allegation with risk of significant harm to a student, the matter must be referred to the Child Protection Helpline as advised by the Mandatory Reporter Guide. Where an allegation is of criminal nature it must be referred to NSW police.

3. The school classroom teacher (or the schools SRE liaison officer) contacts the SRE teacher &/ or the WWEC Senior Pastor informing them of the complaint. Where the WWEC Senior Pastor is not contacted the WWEC SRE teacher informs the Senior Pastor of the complaint.

4. The WWEC Senior Pastor, as a WWEC Safe Ministry Contact (SMC) of the church enacts the WWEC Safe Ministry Management (SMM) Procedure. This procedure can be accessed on the WWEC website; <https://www.waggaevchurch.org.au/policies-and-procedures/>. Under this procedure the Senior Pastor (as an SMC) with another WWEC SMC will assess the severity of the allegation against the SRE teacher and proceeds with addressing the complaint following the process as outlined in the WWEC SMM procedure. This ensures the complaint is not only managed appropriately by the DoE through it's own policy and procedures, but also managed by WWEC as the SRE teachers approved provider.