



WEC SRE COMPLAINTS PROCEDURE

Purpose

Wagga Wagga Evangelical Church (WEC) takes all complaints seriously. Any complaint received against a WEC 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 (WEC) to effectively address any complaints received against a WEC 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 WEC 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 WEC Senior Pastor informing them of the complaint. Where the WEC Senior Pastor is not contacted the WEC SRE teacher informs the Senior Pastor of the complaint.
4. The WEC Senior Pastor, as a WEC Safe Ministry Contact (SMC) of the church enacts the WEC Safe Ministry Management (SMM) Procedure. This procedure can be accessed on the WEC website; <https://www.waggaevchurch.org.au/policies-and-procedures/>. Under this procedure the Senior Pastor (as an SMC) with another WEC 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 WEC 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 WEC as the SRE teachers approved provider.