



## MAKING A COMPLAINT ABOUT THE COLLEGE CHAPLAINCY SERVICE

It is a requirement that all schools who receive Federal Government funding assistance for their National School Chaplaincy Student Welfare Program must have a clear complaints procedure where any concern or dissatisfaction can be expressed and lodged.

The following process has been adopted by our College –

### STEP 1 - Resolution within the College

If you have a concern or complaint about any part of the chaplaincy service, please forward your concern in writing to the relevant staff member as outlined below. All attempts will be made to resolve the issue as quickly as possible.

1. Contact or make an appointment with the **College Spiritual Director (Pastor Jim Haak)**, in the first instance.

*If you are unhappy with the response or wish to discuss the matter further–*

2. Contact or make an appointment with the **College Principal, Mrs Cathy Hockey**

*If you are unhappy with the response or wish to discuss the matter further –*

3. Contact or make an appointment with the **College Council Chair, Mr Alex Young**

### STEP 2 - Resolution through the Federal Government Department

If a complaint cannot be resolved at the school level or if the complainant believes that it is not appropriate to address their complaint to the College directly, your concern may be made directly to the DEEWR Federal Government Department by:

- Completing the complaint form available at [www.deewr.gov.au/schoolchaplaincyandwelfare](http://www.deewr.gov.au/schoolchaplaincyandwelfare)  
Or
- Emailing [schoolchaplaincyandwelfarecomplaints@deewr.gov.au](mailto:schoolchaplaincyandwelfarecomplaints@deewr.gov.au)  
Or
- Posting a letter of complaint to:  
**NSCSWP – Program Manager**  
**GPO Box 9880**  
**Adelaide SA 5001**  
Or
- Telephoning the National School Chaplaincy and Student Welfare Program hotline on **1300 363 079**

*Learning in the light of Christ*