

Employee	means any person employed through an employment contract by Edmund Rice Education Australia or any of its entities governed under the Board.
EREA Ltd	means Edmund Rice Education Australia Ltd. The Company established as the Sole Member to each of the five Subsidiary Entities (see below) established to govern EREA Schools in Australia.
Principles	

- 2.2 ensure procedural fairness and confidentiality
 - 2.3 include information on how to escalate a complaint that is unresolved at the school level to EREA Colleges NSW Ltd or their delegate
 - 2.4 be accessible to the school community
 - 2.5 be approved by the Principal and the EREA NSW Colleges Ltd CEO
3. Schools are required to develop and maintain a fair, effective, and efficient complaints
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School must be reported to the EREA NSW Colleges Ltd CEO. (See the EREA related Policies, Procedures and Legislation section of this Policy)

If a complaint is unresolved at the school level or is about the Principal, or should a complainant simply wish to make a formal complaint directly to EREA NSW Colleges Ltd or to EREA Ltd, it can be done by any of the following means:

EREA NSW Colleges Ltd is responsible for responding to complaints when:

- a complainant is not satisfied that a matter has been addressed in accordance with the School's complaints-handling policies and processes
 - a complainant is not satisfied that an acceptable resolution has been reached
 - the subject of the complaint relates to policy outside the responsibility or management of the School
- a School

the EREA NSW Colleges Ltd office;

- Chair of the EREA NSW Colleges Board in the case of a complaint related to conduct by the CEO.

Step 2: All complaints that have been confirmed as valid by the Complaints Officer will be acknowledged in writing as soon as practicable, and always . They will be allocated a status, priority and target resolution date.

Step 3:

- how the decision is consistent with school policy
- how the decision is supported by an external agency that specialises in the area under consideration
- how EREA NSW Colleges Ltd policies and guidelines are reflected in and supportive of the decision.

It is the responsibility of Schools to ensure that Staff, Volunteers and Contractors are aware of the appropriate handling of complaints in accordance with this policy (should they receive a complaint). This policy will be made available through the EREA Policy Connect web portal.

When handling all complaints, EREA NSW Colleges Ltd and all schools will keep and maintain any records as required in compliance with statutory authority requirements (as defined in CompliSpace).

The following information is recorded by the Complaints Officer in relation to all complaints:

- The date the complaint was made and received.
- The nature of the complaint
- The action taken to resolve the complaint
- The action taken to lessen or prevent the issue from recurring
- The time taken to resolve

