2018-2019 Concerns and Complaints Flow Chart, Policies and Procedures Seek advice from authority Initial cause for figure (SRE concern coordinator/advisor, head teacher/principal, Keep a dated written record minister/pastor or SRE provider). Issue about a Issue about Issue about They will then advise action & a timeframe for resolution. teacher curriculum implementation Inform someone in authority If nothing changes or there is an within 14 working days (see issue of growing concern above). They will advise action & a Keep a dated written record timeframe for resolution & contact the approved Issue about a Issue about Issue about provider to keep them teacher curriculum implementation informed. Inform someone in authority There is a complaint within 7 working days (see above). They will advise action & a Keep a dated written record timeframe for resolution & make a report to the Issue about a Issue about Issue about approved provider. implementation teacher curriculum Report to the principal If the issues is of a serious nature immediately. &/or involves risk of harm They will advise action to be taken. Keep a dated written record Follow up the matter and take further appropriate Issue about a Issue about Issue about action if required. teacher curriculum implementation Keep channels If there is a Parents/carers Schools must be The approved of board or and community valued & kept provider can be communication employer contacted via members voices informed open while invovled, include are important & wherever phone, email or being respectful wherever must be valued appropriate the website of privacy & appropriate confidentiality Baptist Union of NSW (Baptist Churches of NSW & ACT) SRE Complaints Policy Draft - September 2018 Page 1/6 **Baptist Churches**

2018-2019 Concerns and Complaints Flow Chart, Policies and Procedures

Here are some examples of the Cause for concern types of issues encountered Issue about a teacher Issue about curriculum Issue about implementation A teacher says something that An activity in a lesson does not A student does not show up to is culturally unsuitable in a work well in the class & may be a class 2 weeks in a row. class. inappropriate for that age group. Growing concern Issue about a teacher Issue about curriculum Issue about implementation A teacher continues to make Another activity in a different The student continues to culturally insensitive remarks in lesson does not work well & truant (skip) classes whenever class without noticing their seems to be inappropriate for they like. impact. that age group. Complaint Issue about a teacher Issue about curriculum Issue about implementation After being counselled about Student/s finds an activity too There is no response to help their language, a teacher does difficult & voice or display ensure that the students attend nothing to change their significant emotional discomfort. class. behaviour in class. Serious nature &/or involves risk of harm Issue about a teacher Issue about implementation Issue about curriculum A teacher flatly refuses to Student absence could mean Content from a curriculum change behaviour that they are not being adequately causes serious emotional breaches code of conduct & supervised & they are at risk distress for a student. involves risk of harm. of harm unattended. Baptist Union of NSW (Baptist Churches of NSW & ACT) SRE Complaints Policy Draft – September 2018 Page 2/6 **Baptist Churches**

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