



Australian Indigenous Ministries – Special Religious Education Complaint Procedures

The Australian Indigenous Ministries (AIM) is not for profit, faith based ministry which believes and promotes the Gospel of Jesus Christ and endeavors to serve the Aboriginal communities and wider communities of Australia

Special Religious Education (SRE) is an important part of our ministry and we believe it is important that students, Parents and Carers have the right to provide feedback and have the right to lodge a complaint concerning issues in the SRE delivery. This complaint will be treated very seriously by our organization and the NSW Department of Education

All Complaints are treated with sensitivity and confidentially and all parties will be treated with respect during the Complaints Process

The overall complaint summary will consist of;

Once that complaint has been received the organization will follow the following procedures –

- Register the Complaint - Once the Complaint has been received either by phone contact, SMS, email or face to face contact the Chief Executive Officer (CEO) of the AIM is informed
- The AIM CEO will contact the Student, Parents or Carers of the student (which ever applies) within a 3 day period
- The AIM CEO will Inform and provide the parties involved of the AIM Complaints Procedures and Complaints Performa and inform them of the support that will be provided by the AIM
- Informs the School Principal of the Registering of the complaint – Phone and written contact
- the AIM receives the Complaints Proforma
- Contacts and Interviews the AIM staff member involved in the complaint
- An AIM representative will contact the Complainant, Parents or Carers and organize a face to face interview
- Finalize Investigation and Report and provide Report Outcomes to -Complainant, Parents or Carers and School Principal.
- Inform AIM SRE teacher of the Report Outcomes
- *Overall process should be completed in 14 days from registration of Complaint