

**Bathurst Diocese**  
SHARING JESUS FOR LIFE



**CONFIDENTIAL**

ANGLICAN CHURCH OF AUSTRALIA

# SRE COMPLAINTS HANDLING POLICY

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A large decorative graphic at the bottom of the page featuring a stylized landscape with a large brown sun or moon, rolling hills in shades of brown and tan, and a dark green wavy band representing water or a path.

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# SRE COMPLAINTS HANDLING POLICY

## A. Purpose and Scope

The Anglican Diocese of Bathurst is endorsed by the NSW Department of Education as an approved provider of Special Religious Education (SRE). This policy applies to complaints made against our authorised teachers, helpers, or coordinators. As ambassadors of Jesus Christ, it is expected that our teachers, helpers, and coordinators will always maintain the highest level of professionalism and integrity in both in delivering SRE and in any conflict resolution process. This includes both the way they speak to and about the students, parents, teachers, and other staff of the schools we serve.

Note that although we combine with other Christians and denominations to deliver SRE to local schools, the Anglican Diocese of Bathurst, and consequently this policy, only deals with complaints made against our authorised teachers, helpers, and coordinators.

## B. Our Commitment

It is best if an issue can be resolved locally between our SRE teachers, helpers or coordinators and the school community but if this is not possible the Anglican Diocese of Bathurst is committed to doing all we can to resolve complaints in a timely and transparent manner. The Registrar of the Anglican Diocese of Bathurst is responsible for managing the SRE complaints process in accordance with the steps outlined below.

**To seek clarification or to lodge a complaint please contact the principal of the school in the first instance.**

As appropriate the principal will then contact the diocese's registry office via email [registrar@bathurstanglican.org.au](mailto:registrar@bathurstanglican.org.au).

## C. Privacy and Support

The registrar will take reasonable steps to support those involved in the complaint and arrange further support when appropriate. The registrar will maintain an appropriate level of confidentiality about complaints and the people involved. They are to ensure that information is restricted to those who genuinely need to know

## D. Process for resolving complaints

The diocese's process for resolving complaints are informed by the NSW Department of Education's [complaints handling policy](#) with the registrar responsible for following and documenting each of the following steps:

1. **Acknowledge** the complaint with the school via email within 3 days of receipt.
2. **Gather** information from the School, SRE teachers and relevant policies.
3. **Resolve** the complaint within 20 business days. Ensure any delays are communicated with the school.
4. **Inform** the school, other providers in a combined arrangement and, where required, the NSW Department of Education's SRE Officer of the resolution.
5. **Implement** action and review the resolution within 2 months.

## E. Types of Complaints

Steps for resolving complaints are common (reflecting section D and the appendix) but specific responses to them can differ depending on the type:

### a. Teacher performance and compliance—the registrar will:

- receive the complaint and identify the SRE teacher and the specific concern(s)
- confirm the complaint in writing with the school
- review the complaint
- take primary responsibility to achieve resolution via one or more of the following options:
  - meet with the teacher and school
  - feedback and training with the SRE teacher
  - remove the teacher temporarily
  - remove the teacher permanently.
- communicate the action plan with the school in writing.
- organise an observation of the SRE teacher within 6 weeks of receiving the complaint (if not removed permanently)
- rescind the teacher’s SRE authorisation card (if removed permanently) and in cases of alleged abuse inform the diocese’s Director of Professional Standards and the Department of Education.

### b. inappropriate lesson content—the registrar will:

- receive the complaint and identify the specific lesson(s), its content, and the date(s) it was taught
- confirm the complaint in writing with the school
- review the lesson content in conjunction with the publisher of the authorised SRE curriculum
- provide a response to the school in writing, asking them to communicate directly with any parents involved
- liaise, if required, with the publisher of the authorised SRE curriculum to update content

### c. SRE organisation in the school—the registrar will:

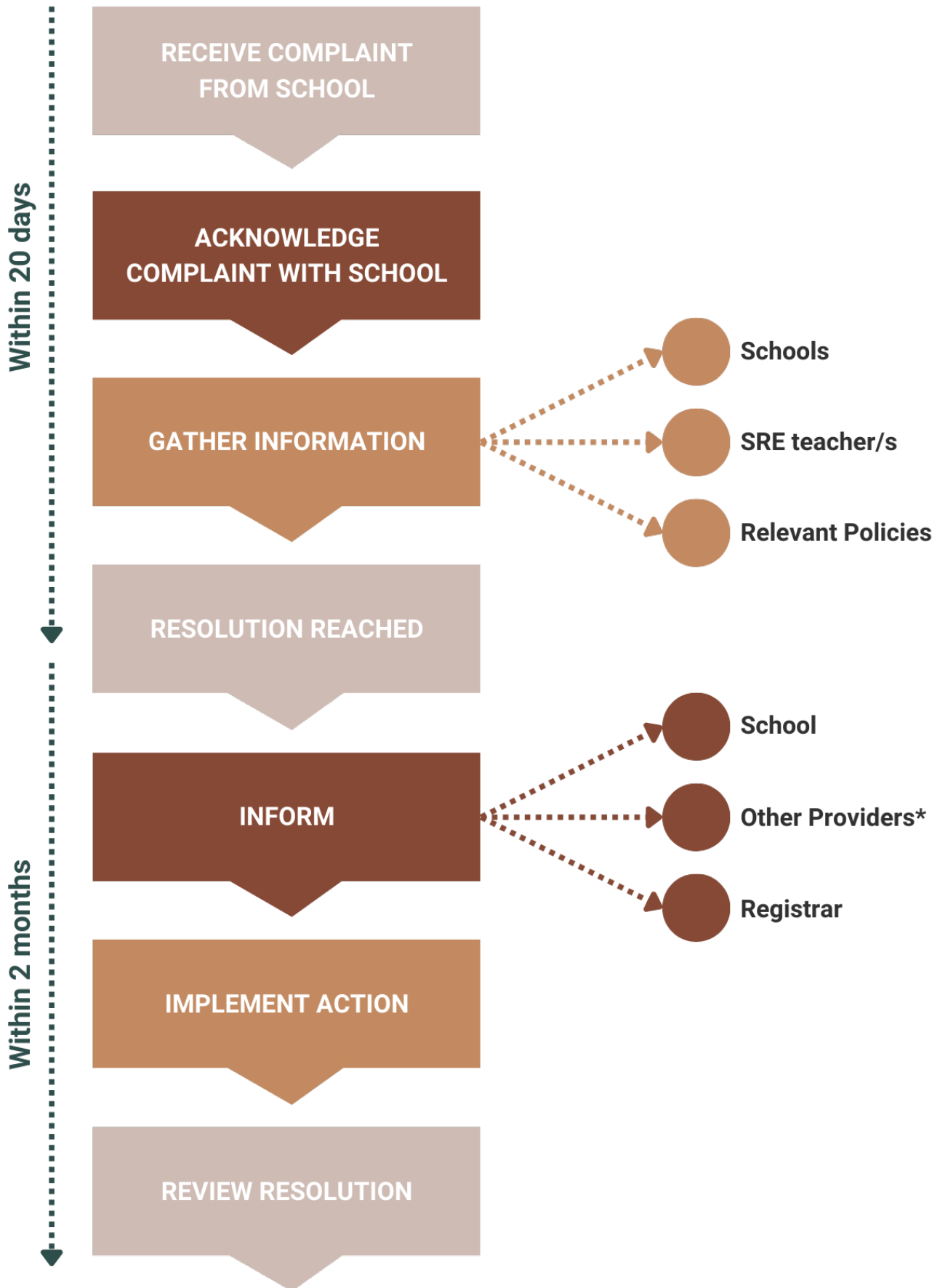
- receive the complaint and identify the specific issue(s)
- confirm the complaint in writing with the school
- contact the relevant SRE coordinator to identify potential resolutions
- provide a response to the school in writing, asking them to communicate directly with any parents involved

## F. Further action

If the school community is not satisfied with the response of the Anglican Diocese of Bathurst, the principal can contact the Department of Education’s SRE Officer via email at

[religion.ethics@det.nsw.edu.au](mailto:religion.ethics@det.nsw.edu.au).

## APPENDIX: COMPLAINTS HANDLING FLOWCHART



A list of approved providers can be found at <https://education.nsw.gov.au/teaching-and-learning/curriculum/religion-and-ethics/approved-sre-see-providers>