

Document:	Complaints Management Policy
Reference No:	
Area(s):	ISMAPNG and Corporate Entities
Version:	2.0
Date of next review:	July 2021

Policy

Scope

This policy applies to all sisters and staff of ISMAPNG and its Corporate Entities. It does not apply to ISMAPNG ministries which have their own complaints and protected disclosure policies.

This Policy describes the way the Institute receives and applies principles to the way that we receive and manage complaints.

This policy does not address workplace complaints or related issues concerning staff. These are handled according to the Managing Workplace Complaints Procedure. Commitment

ISMAPNG is committed to receiving feedback and complaints from our partners, stakeholders, members of the community and others whom we encounter. We view feedback and complaints as an opportunity to learn and improve and we welcome these opportunities as we seek to live out our mission of mercy in the world today.

We have a number of ways that feedback and complaints can be made:

- Our feedback hotline service: 1800 019 625
- Directly to our Safeguarding Officer, for safe reporting of risks to children and adults at risk: safeguardingofficer@ismapng.org.au

We strive to ensure that those who provide feedback or make complaints are treated fairly, not discriminated against or denied any services as a result of making a complaint. The person making a complaint is also entitled to have a support person present in any meeting where they wish to discuss their complaint.

1. Complaints

Depending on the nature of the complaint, we may investigate the circumstances which gave rise to the complaint, following our Investigation Procedure.

We will make a record of the complaint and the steps taken to resolve it and we will endeavour to resolve it as quickly as possible. If the person is not satisfied with the response to the complaint, they may take it to an external body for review such as the state ombudsman offices.

ISMAPNG will maintain the confidentiality of any complaints made and will provide access to complaints records following our Privacy Policy.

2. Protected Disclosures

In line with the National Catholic Safeguarding Standards (NCSS Standard 6), ISMAPNG extends protection for those who report suspected child abuse or other reportable incidents.

Through this policy, the Institute ensures that all personnel are made aware of their rights and protections in reporting any child safety or other concerns.

When a person makes a Protected Disclosure:

- their identity must remain confidential according to their wishes;
- they will be protected from reprisal, discrimination, harassment or victimisation for making the disclosure;
- an independent internal inquiry or investigation will be conducted using the Investigations Procedure;
- issues identified from the inquiry/investigation will seek to be resolved and/or rectified; and
- they will be informed about the outcomes (so far as practicable).

3. Historical Claims

We also acknowledge that regrettably there have been times, during the history of the congregations which formed ISMAPNG in December 2011, when some people were not treated with care and respect.

We are committed to resolving claims brought by those people with compassion, and in a claimant-centred and trauma-informed way. In the context of this Policy, the justice we desire is restorative: it is primarily about restoring right relationships between the Institute and those whom its members, employees, contractors or volunteers have harmed by conduct which has caused them pain and suffering.

We commit unreservedly to the Church Protocols and Guidelines which provide the basis for responding with justice to persons who may have a complaint against us. Complaints regarding historical claims are managed according to our Resolution of Claims Procedure.

Definitions

Adult at risk refers to any person aged 18 years and above who is or may be unable to take care of themselves, or is unable to protect themselves against harm or exploitation by reason of age, illness, trauma or disability, or any other reason.

Child means any person under the age of 18 years

Church Protocols and Guidelines means the protocols established in the Catholic Church in place from time to time such as Integrity in Ministry, Integrity in the Service of the Church and Protocol for Right Relationships in Ministry (PNG).

Corporate Entities means Institute Property Association Limited, McAuley Property Limited, Mercy Sisters Ltd, Mercy Support Ltd and The Sisters of Mercy of Papua New Guinea Inc.

ISMAPNG means Institute of Sisters of Mercy of Australia and Papua New Guinea, a religious institute of pontifical right and a public juridic person within the Catholic Church

Protected Disclosure means a disclosure of information relating to a material risk of substantial harm to any child or adult at risk within the care of ISMAPNG or its sisters or staff, suspected misconduct (including fraud, negligence, default, breach of trust or breach of duty) or an improper state of affairs or circumstances concerning ISMAPNG or its Corporate Entities

Related Documents

Procedure: Investigations
 Procedure: Mediation and Pastoral Response
 Procedure: Resolution of Claims

Version Control

<u>Version Control</u>			
Document description	Complaints Management Policy		
Document applies to	ISMAPNG and Corporate Entities		
Content Manager	Director, Standards and Legal		
Sponsor	Executive Director		
Document approved by	Institute Leader		
Creation date	September 2018		
Version control	1.0	September 2018	Document created
	2.0	September 2020	Protected Disclosures update
	Date of next review	July 2021	