



SRE Complaint and Feedback Form (Rec 023)

If you have a complaint about any aspect of our school services we are keen to hear from you.

Our churches are individually governed and the local church approves SRE Teachers to teach in schools. As a family of churches, we have a common Complaint Handling System, where any Complaints or Feedback should be directed to the Local Church SRE Coordinator. In accordance with our "Teacher Authorisation Process" and DET policy, each Local Church with SRE teachers need to submit a "List of Authorised SRE Teachers" to the school. This form will list the SRE Church Coordinator, their contact number and an email for them. Please submit your complaint form to the SRE Church Coordinator. If you cannot obtain this information through the School, then please email feedback@cccaustnsw.com with a request for contact details for the SRE Church Coordinator and we'll contact the church and find out who you should contact and send the Complaint to.

Please complete this form in English and send it to your approved provider.

General Information:			
Please select from the following. I am a/an:			
<input type="checkbox"/> parent	<input type="checkbox"/> student	<input type="checkbox"/> member of the public	<input type="checkbox"/> employee
School Name			

2. Personal details					
Title	<input type="checkbox"/> Mr	<input type="checkbox"/> Mrs	<input type="checkbox"/> Ms	<input type="checkbox"/> Miss	<input type="checkbox"/> Other
What is your family name?					
What is your given name?					

3. Contact details	
What is your current residential address?	
	Postcode
What is your mailing address? (if different to residential address)	
	Postcode
Email address	
Telephone number	

Mobile phone number				
Preferred contact method:	<input type="checkbox"/> Phone	<input type="checkbox"/> Mobile	<input type="checkbox"/> Letter	<input type="checkbox"/> Email

4. Complaint details

Have you lodged a complaint about this issue before?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	If yes, when:	

5. Complaint summary

When it happened	
Where it happened	
Who was involved	
What happened (details of your complaint)	
What you would like to happen to resolve your complaint	
Attach any documentation that supports your complaint	

6. Acknowledgement

All the information provided above is true and correct to the best of my knowledge.

Signature		Date	
-----------	--	------	--

7. Privacy notice

We will only use the information collected on this form to resolve your complaint and access will only be provided to authorised officers.

8. Office use only

Action officer			
Position		Date	
Complaint lodged	<input type="checkbox"/> by telephone	<input type="checkbox"/> in person	<input type="checkbox"/> in writing / email
Complaint acknowledged	<input type="checkbox"/> by telephone	<input type="checkbox"/> in person	<input type="checkbox"/> in writing / email

Notes: (Use Complaint Policy Procedures for guidance on how to Process Complaint)

Has CCCAust(NSW) Secretary been informed? Yes No