

COMPLAINTS POLICY

Section	Governance
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PREAMBLE

Now the people set up a lament which was offensive to Yahweh's ears, and Yahweh heard it. His anger blazed, and the fire of Yahweh burned among them; it destroyed one end of the camp. The people appealed to Moses, and he interceded with Yahweh and the fire died down. (Numbers 11)

1. POLICY STATEMENT

Jesuit Education Australasia (JEA) is committed to creating and maintaining an environment which is built on quality relationships that are supportive and respectful. Collaboration, cooperation and open and transparent dialogue is key to its *modus operandi*. However, it recognises that on occasions differences of opinion may be held or inappropriate behaviours occur that may require a complaint and/or grievance process to resolve such matters.

2. PURPOSE

This purpose of this policy is to ensure that complaints and grievances are handled and resolved in a just, fair, transparent, courteous and timely manner, appropriate for each individual situation. It details how complaints and grievances are to be handled, resolved and followed-up by JEA.

This policy also emphasises that the principle of subsidiarity applies to all matters concerning College complaints. This principle is paramount to the operation of JEA, ensuring decision-making by those who are closest to where the decision will have its greatest impact. For this reason, complaints regarding Jesuit College matters are to be determined by each College in accordance with their own Complaints Policy.

3. GUIDING PRINCIPLES FOR RESPONSE TO COMPLAINTS ABOUT JEA MATTERS

In receiving and responding to complaints regarding JEA matters only (not those concerning Colleges), the following guiding principles will inform and direct the actions to be taken:

- complainants can expect their concern or complaint to be treated seriously and responded to in a respectful and timely manner;

- complainants and the person(s) against whom the complaint is made have the right to be heard and to expect that procedural fairness will be observed;
- confidentiality, protection of privacy, respect, access, dignity and impartiality will form the basis of the complaints resolution process, to the extent possible and subject to any mandatory reporting requirements that may apply;
- appropriate communication should occur throughout the process;
- appropriate documentation will be maintained;
- the complaints resolution process will seek to achieve the restoration of good and respectful relationships.

For specific procedures regarding complaints involving JEA, refer to the following:

Complaint about JEA Staff: The complaint should first be raised with the staff member. If this is not possible or the Complaint not resolved, the complaint should be made to the JEA Executive Director at jesuiteducationaustralasia@sjasl.org.au.

Complaint about the JEA Executive Director: The complaint should first be raised with the JEA Executive Director. If this is not possible or resolved, the complaint should be made to the JEA Board Chair at jeachair@sjasl.org.au.

Complaint about the JEA Board or Chair: The complaint should first be raised with the Chair of the JEA Board. If this is not possible or if the complaint is not resolved, the complaint should be made in writing to the Provincial at provincial@sjasl.org.au who will determine an objective process to resolve the Complaint in accordance with this policy. Any decision made by the Provincial is final.

4. ENTITY RESPONSIBILITIES

Complaints may only be resolved by the Entity bearing the responsibility to do so.

Jesuit Colleges are separately incorporated entities and are responsible for all day-to-day operations of the College.

Jesuit Education Australasia (JEA) provides oversight of the Colleges with specific attention to their Jesuit identity, the implementation of and ongoing adherence to the governing Policies and Procedures of the Province or JEA relating to the operations of the Colleges and The Statutes on Religious Poverty in the Society of Jesus – Instruction on the Administration of Goods (IAG).

JEA does not have the authority to receive or resolve Complaints related to College operations. If JEA receives a College Complaint from individuals, it will refer the matter back to the College for resolution.

The Society of Jesus in Australia (SOJA) is the sole member of JEA. It has delegated the task of cura apostolica to JEA – the care of the apostolate - to ensure the soundness and well-being of Jesuit and Companion schools in Australasia.

5. COMPLAINT GUIDELINES

A Complaint must be made in writing and clearly outline the Complainant's concerns and desired outcomes. Where the Complaint refers to documents, copies of these must be attached. The Complaint shall be kept confidential between the Complainant and JEA, subject to JEA's reporting requirements to its sole Member and the Province.

In all cases, the person receiving the Complaint shall consult such documents and sources as he/she considers appropriate, including any applicable Province policies, and apply a process for resolving the Complaint that he/she considers appropriate in the circumstances.

The person receiving the Complaint may seek legal or other specialist advice and/or refer the Complaint to an external investigator, if the substance of the Complaint requires detailed investigation, interview of witnesses or other related processes.

At the conclusion of the Complaints process, a written outcome of the Complaint shall be provided to the Complainant and to the person about whom the Complaint was made, if relevant, together with reasons for the decision.

7. RELATED WEBSITES

Society of Jesus in Australia (SOJA)	https://jesuit.org.au
Jesuit Education Australia (JEA)	https://www.jesuiteducationaustralasia.org
Redfern Jarjum College	https://rjc.nsw.edu.au
St Aloysius College	https://www.stalloysius.nsw.edu.au
Saint Ignatius College, Adelaide	https://ignatius.sa.edu.au
Saint Ignatius College Riverview	https://www.riverview.nsw.edu.au
Xavier College Kew	https://www.xavier.vic.edu.au

8. MONITOR AND REVIEW OF POLICY

This policy will be reviewed by the JEA Board every three years.

9. DEFINITIONS

Name	Description
Chair	Means the chair of the Company as appointed under its constitution.
Code of Conduct	The Province-approved document which sets out what personal and professional standards mean for the Province, the Province's primary obligations and the associated behaviours that are expected of all Jesuits, Partners in Mission and Contractors, and how to report inappropriate behaviour. See Code of Conduct
College	A Jesuit College in Australasia that operates within the governance of JEA and the Province
Complaint	An expression of dissatisfaction with a real or perceived issue with a person or Entity related to its functions, services, or the complaints handling process itself where a response or resolution is explicitly or implicitly expected.

Name	Description
Complainant	The individual raising the complaint.
Constituent Documents	Means the Constitution, Charters, Schedule of Delegations, Policies or other governance documents of an Entity
Director	Means a director of the Company.
Document control	Jesuits, Partners in Mission or Contractors who work with printed copies of this document must check the document regularly to monitor version control. Documents are considered 'uncontrolled if printed', as indicated in the footer.
IAG	Means the Society of Jesus publication named 'Instruction on the Administration of Goods' as updated or revised from time to time.
Jesuit	Means any Priest or Brother member of the Society of Jesus or someone in formation for those roles (e.g. a novice or a scholastic).
Ministry	A Province owned and/or governed organisation at which a Jesuit, Partner in Mission or Contractor works. As parishes are governed by the relevant diocese, they are excluded from this definition.
Partners in Mission	Means a lay person involved in the Australian Province of the Society of Jesus and its Ministries as: a volunteer; a member of a Board or Council; a volunteer; or a consultant.
Provincial	The member of the Society of Jesus from time to time holding the office of Major Superior of the Province or, in the case of absence or indisposition, the acting Provincial or, in the event of the office of the Provincial being vacant at any time, the member of the Society of Jesus for the time being performing the duties of Provincial.
Provincial/Executive Chair of SOJA	means the member of the Society of Jesus from time to time holding the office of Major Superior of the Province that is acting in a civil capacity as the Executive Chair of SOJA and is responsible to the Board of SOJA.
Rector	A Jesuit who has overall responsibility for ensuring the ethos and identity of the Ministry and who gives authentic witness to the Catholic Church and the Society of Jesus including a Jesuit missioned to act in the position from time to time.
Subject of the complaint	The individual(s), or organisation against which a complaint or grievance is made.

10. Document Control and Change History

Version	Approved Date	Approved By	Short Description for Development or Review	Review Completed by	Consultation Process
New document	22 June 2023	JEA Board	New document	N/A	JEA Consultative Committee