**2019-2022 National School Chaplaincy Program**

**Complaints process**

**Background**

The National School Chaplaincy Program (NSCP) 2019-2022 [Project Agreement](http://www.federalfinancialrelations.gov.au/content/npa/education/project-agreement/National_School_Chaplaincy_Program-3.pdf) was executed on 24 January 2019.

The program will ensure the provision of chaplaincy services in Western Australian schools to support the wellbeing of students through:

* pastoral care services; and
* strategies developed in consultation with the relevant school staff and school principal that support the emotional wellbeing of the broader school community.

A condition of the Project Agreement is that each state develop a process for complaints handling process and maintain a complaints register.

**Steps for the complaints process regarding the School Chaplaincy Program**

Complaints regarding the School Chaplaincy Program in a Western Australian school are to follow the steps below.

1. Attempt to resolve the matter informally with the chaplain at school level.
2. If the complainant is not satisfied, they should complete the Chaplaincy Complaint Form (attached) to lodge a formal complaint and forward to the principal.
3. Principal reviews the complaint.
4. Principal advises complainant of the outcome and any actions required.
5. The principal may determine that the complaint needs to be escalated to the:
* the service provider (if appropriate);
* the relevant school governing body or system.
1. If the complainant is not satisfied with the outcome, the matter can be progressed according to the system or school complaints procedure.
2. When a formal complaint is submitted and closed, each school is required to scan the form and send to the relevant sector for compilation.
* Public schools: Chaplaincy@education.wa.edu.au
* Catholic schools: tbc
* Independent schools: Chaplaincy@ais.wa.edu.au

**Complaints register – record keeping**

* All formal complaints must be submitted by the school.
* Each sector will compile complaints on a register.
* Details to be provided to the Department of Education at the end of each term for the purposes of compiling a statewide complaints register.

The [fact sheets](http://det.wa.edu.au/studentsupport/behaviourandwellbeing/detcms/navigation/wellbeing/school-chaplaincy-program/?page=3#toc3) provide further information.