



## Complaints Management Policy and Procedures

### 1. Rationale and Scope

Kildare Ministries is a Ministerial Public Juridic Person established by the Holy See and entrusted with the governance of ten educational and three community ministries across Australia. Kildare Ministries is committed to ensuring that any person who engages, or has previously engaged with one of its ministries, has the right to raise a concern or complaint and to have that concern addressed in a manner that is fair, transparent, and respectful of all involved.

This policy applies to complaints relating to any Kildare Ministries school or community work and outlines the processes for lodging, managing, and resolving such complaints.

### 2. Principles and Commitments

In responding to complaints, Kildare Ministries is guided by the principles of justice, compassion, and respect for human dignity. Our approach to complaints management seeks to ensure:

- Accessibility and simplicity of process.
- Procedural fairness and natural justice.
- Timeliness and responsiveness.
- Confidentiality and appropriate record keeping.
- Accountability and transparency.
- A focus on restorative outcomes and learning for continuous improvement.

Those making a complaint can expect that we will:

- Treat all parties with courtesy, respect, and fairness.
- Communicate clearly about the process, expected timeframes, and outcomes.
- Direct the complaint to the most appropriate level of governance for review and resolution.
- Maintain confidentiality within the limits of legal and organisational responsibilities.

In response to concerns or allegations of child abuse the person receiving the complaint will follow the [National Response Protocol](#)

### 3. Making a Complaint

A complaint may be made verbally or in writing. It may concern operational, governance, or systemic matters.

#### a. Complaints relating to educational ministries (schools)

Each school will have a Complaints Policy available on its website which should be referred to and followed.

- Operational matters, including the treatment of students or staff conduct, should be directed to the school.
- Governance matters related to a school should be directed to the Chair of the School Board.
- Concerns about a Principal should be directed to the Chair of the School Board
- Concerns about a School Board should be referred to the Trustees of Kildare Ministries through the Executive Director via [admin@kildareministries.org.au](mailto:admin@kildareministries.org.au)

#### **b. Complaints relating to community works**

- Operational matters should be directed to the CEO or Manager of the community work. Refer to their website for contact details.
- Governance matters should be directed to the Chair of the Board. Refer to their website for contact details.
- Concerns about a Board should be referred to the Trustees of Kildare Ministries through the Executive Director via [admin@kildareministries.org.au](mailto:admin@kildareministries.org.au)

#### **c. Complaints relating to the Mission and Ministry Team**

- Operational and governance matters should be directed to the Executive Director.
- Concerns about a member of the Mission and Ministry Team should be directed to the Executive Director.  
Concerns about the Executive Director should be directed to the Co-Chairs of the Trustees of Kildare Ministries via [admin@kildareministries.org.au](mailto:admin@kildareministries.org.au).

#### **d. Complaints relating to the Trustees of Kildare Ministries**

- Concerns about a Trustee should be directed to the Co-Chairs of the Trustees of Kildare Ministries. If the concern relates to the Co-Chairs of the Trustees of Kildare Ministries the report should be made to the Chair of the Members Council via [ea@brigidine.org.au](mailto:ea@brigidine.org.au)

#### **e. Historical complaints**

Complaints relating to events prior to the launch of Kildare Ministries in 2014 (or 2017 for ministries in the Presentation Tradition) should be directed as follows:

Allegations prior to 2014 for Kildare Ministries schools in the Brigidine Tradition should be made to the Brigidine Southern Cross Community Leadership Team:

[safeguarding@brigidine.org.au](mailto:safeguarding@brigidine.org.au)

Ph: (03) 9509 2132

Allegations prior to 2017 for Kildare Ministries schools and community works in the Presentation Tradition should be made to the Congregational Leader for the Presentation Sisters:

[admin@presvic.org.au](mailto:admin@presvic.org.au)

Ph: (03) 95347044

#### 4. Procedures for Managing Complaints

The person responsible for managing complaints received by the Trustees of Kildare Ministries (via the Executive Director) will:

1. Register the complaint: Record details in the Kildare Ministries Complaints Register, acknowledge receipt within five working days, and inform the complainant of the relevant authority to investigate the matter.
2. Investigate and respond: The relevant authority will examine the complaint within seven working days. The complainant will be advised within ten working days of the process and timeframe. Complaints should be resolved within twenty working days where possible.
3. Outcomes: The outcome and actions taken will be communicated in writing. Where appropriate, restorative processes will be encouraged to rebuild relationships and trust.

#### 5. Record Keeping and Reporting

Kildare Ministries will maintain a Complaints Register, overseen by the Executive Director, which will include:

- The complainant's details and the nature of the complaint.
- Date received and actions taken.
- Date of resolution and rationale for decision.
- Confirmation of notification to the complainant.
- Any follow-up action or feedback received.

All records will be securely stored for a period of 50 years and access will be restricted to authorised personnel. An annual report summarising complaints and systemic issues will be presented to the Trustees of Kildare Ministries.

#### 6. Related Documents

- Kildare Ministries Safeguarding Policy
- Kildare Ministries Code of Conduct
- Kildare Ministries Privacy Policy and Statement
- National Response Protocol, Australian Catholic Bishops Conference May 2022

<b>Policy</b>	Kildare Ministries Complaints Management Policy and Procedures
<b>Date of Approval</b>	November 2025
<b>Date for Review</b>	November 2028
<b>Policy Officer</b>	Executive Director