

SRE Complaints Process:

Type of Complaint:

1. SRE teacher - concern about the implementation of SRE at a local school.
2. School - concern about an SRE teacher.
3. Parents - concern about the SRE curriculum or the SRE teacher.
4. Approved Provider - concern about the conduct of a student, parent or professional classroom teacher.

Initial complaint should be made to the School and/or Principal

School and/or Principal should attempt to resolve the complaint with the SRE Teacher & complainant

School and/or
Principal Resolves

Process Complete.

School and/or Principal
CANNOT Resolve Complaint

Complaints should be made in writing to our
National Office and Att: SRE Co-Ordinator
(admin@actsglobal.church)

Investigation Process

Investigation of the complaint would be conducted in conjunction with the local church minister, the SRE Teacher and the School within 14 Days of the initial complaint received in writing.

Complaint Resolved

Process Complete.

Complaint remains Unresolved

Complaint could be elevated to be dealt with
by our National Leadership Team.

For more assistance in the complaints process, refer to the "School Community and Consumer Complaints Procedure" from NSW Department of Education:

https://education.nsw.gov.au/policy-library/associated-documents/School-complaint-procedure_AC.pdf