

# Complaint Handling Policy

## 1. Introduction

### 1.1 Background

Edmund Rice Education Australia ('EREA') Flexible Schools Ltd is a Company Limited by Guarantee and the Governing Authority for 24 Schools, including two special education Schools in New South Wales.

The network of Schools under the governance of EREA Flexible Schools Ltd (**Schedule 1**) are Catholic Schools, administered in the Edmund Rice tradition. The charism of Blessed Edmund Rice expressed through the touchstones of Liberating Education, Gospel Spirituality, Inclusive Community, Justice and Solidarity, underpins our continued commitment to a safe and inclusive environment for all.

All EREA Flexible Schools Ltd Schools, use Four Principles to provide a 'Common Ground' for relationships to be established in a non-judgmental, inclusive and flexible way which helps young people engage in their learning and wellbeing. These Common Ground Principles are Respect, Safe and Legal, Participation and Honesty, and are used by everyone in the school community to encourage learning, build positive relationships and resolve conflict peacefully.

EREA Flexible Schools Ltd recognises that from time to time there may be instances where individuals or organisations disagree with the way EREA Flexible Schools Ltd or one of its Schools has managed its operations and may wish to lodge a complaint. Such individuals may include parents/guardians, students, and the general public.

EREA Flexible Schools Ltd encourages honest and constructive feedback and takes complaints and concerns that are raised seriously. EREA Flexible Schools Ltd acknowledges that complaints present an opportunity to improve service delivery and it is committed to resolving complaints in an efficient, fair and timely manner. EREA Flexible Schools Ltd recognises that its complaints handling procedures must be fair, transparent and equitable to the complainant as well as the person about whom the complaint is made.

To manage complaints effectively, EREA Flexible Schools Ltd has established a Complaints Handling Program in line with both the international complaints handling standard (ISO 10002:2014 Quality management – Customer satisfaction – Guidelines for complaints handling in organizations), and the Australian/New Zealand complaints handling standard (AS/NZS 10002:2014 Guidelines for complaint management in organizations).

Our complaints program includes an online complaints management system which allows effective capture, management, monitoring and reporting of complaints. EREA Flexible Schools Ltd is committed to the regular analysis of complaints received and the implementation of rectification action, where deficiencies are identified.

## **1.2 Principles**

EREA Flexible Schools Ltd is committed to handling complaints in a manner consistent with our principles, values and The Charter for Catholic Schools in the Edmund Rice Tradition, modelling the Gospel practices of forgiveness, reconciliation, and the dignity of all, by the manner in which conflict is resolved. In responding to complaints, we adopt processes that are timely, fair, restorative, and respectful. EREA Flexible Schools Ltd seeks to be transparent in responding to and resolving complaints.

In receiving and responding to complaints, the following guiding principles will inform and direct EREA Flexible Schools Ltd's actions:

- **Complaints of a School-based nature** are best received and managed at the School level, with the parties involved expected to act in good faith and work together with respect and openness to achieve an outcome acceptable to all parties.
- **Complaints that are unable to be resolved at School level** must be escalated to the Regional Director.
- **Complaints that are unable to be resolved at the Regional level** must be escalated to the EREA Flexible Schools Ltd CEO or their delegate in the National Team.
- Complaints are received and managed in a way that is private, culturally safe and sensitive to the diverse circumstances of children and students, as well as providing support to vulnerable children, young people and students.
- Complainants can expect their concern or complaint to be taken seriously, to be dealt with in a way that is culturally respectful, and to be responded to in a confidential, thorough and timely manner.
- Schools, staff members and volunteers will be informed of all complaints that are made about them, where permitted.
- 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 raising, reviewing and resolution process.
- The complaints resolution process will seek to achieve the restoration of good and respectful relationships.
- The best interests of the school community together with the interests of the complainant and the subject of the complaint will be taken into account.

Recordkeeping, reporting, privacy and employment law obligations will be complied with when receiving and handling complaints.

## **1.3 Purpose**

The purpose of this Policy is to outline the principles, expectations and requirements for EREA Flexible Schools Ltd dealing with complaints expressed by parents/guardians/students and the general public and to outline the processes involved in managing those complaints. Adherence with this policy is designed to ensure that best practice occurs for reporting, recording, investigating, finalising, reviewing and monitoring complaints and their outcomes. Minimum Standards for School Registration in all jurisdictions for which EREA Flexible Schools Ltd is the

governing authority require all schools to have evidence of their local policy and procedure in relation to complaints management.

## 1.4 Scope

This Policy applies to EREA Flexible Schools Ltd and its Employees in each of its schools as listed in schedule 1 of this Policy.

This Policy sets out the EREA Flexible Schools Ltd Board’s expectations with respect to management of complaints related to our services or operations, the complaints handling process itself and parent/guardian/student/third party complaints relating to the Minimum Standards for school registration.

If the matter relates to allegations of child abuse, EREA Flexible Schools Ltd and its Schools will follow the procedures for responding to allegations of child abuse under reporting obligations outlined in the School’s Child Safeguarding Policies, Processes and Procedures.

This Policy does not relate to critical incidents, emergency management, criminal offences, the imposition of School Community Safety Orders or the conduct of the clergy or other persons involved in religious ministry. This Policy is not for use by staff or volunteers in relation to grievances regarding workplace or employment conditions. (For details on management of these matters, see **Related Policies, Procedures and Legislation** at end of this Policy).

## 2. Definitions

Term	Definition
<b>Assurance</b>	means the EREA software and digital storage system used to record, store and report on compliance related matters in the organisation.
<b>Board</b>	means the EREA Flexible Schools Ltd Board as well as the Board of EREA Ltd (Parent Entity).
<b>CEO</b>	means the Chief Executive Officer. The CEO may also act as a Director of Schools.
<b>Company</b>	means EREA Flexible Schools Ltd.
<b>Complaints</b>	means a reasonable expression of dissatisfaction made to EREA Flexible Schools Limited, or one or more of its Schools, related to our services or operations, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.
<b>Complaints Officer</b>	means the School or EREA Flexible Schools Ltd officer appointed receiver of complaints. The Complaints Officer directs formal complaints to the appropriate Senior Leader (EREA Flexible Schools Ltd Complaints Manager) for management and resolution.

<b>Contractor</b>	means someone engaged by the School to perform specific tasks. Contractors are not employees of the School.
<b>Employee</b>	means any person employed by any EREA Flexible Schools Ltd, including the Schools.
<b>EREA Entities</b>	means EREA Ltd, each subsidiary of EREA Ltd, EREA Victorian Schools and the schools and related educational institutions to each entity.
<b>EREA Ltd</b>	means Edmund Rice Education Australia Ltd. The Company established as the Parent entity and Sole Member to each of the five Subsidiary Entities (see below) established to govern EREA Schools in Australia.
<b>Head of Campus and Principal</b>	means the appointed authority of an EREA Flexible School.
<b>Parent Entity</b>	refers to EREA Ltd.
<b>Principles</b>	means Principles section of this policy.
<b>Procedures</b>	means Procedures section of this policy.
<b>Purpose</b>	means Purpose section of this policy.
<b>Regional Director</b>	Means the appointed authority of Flexi Schools within the Region.
<b>Register</b>	means a formal record of Complaints, identifying complainant, date, nature of complaints and outcome of complaint handling.
<b>Reportable Conduct</b>	means the definition under the relative jurisdictions for which each of the schools governed by EREA Flexible Schools Ltd operates. These include a sexual offence, sexual misconduct, ill-treatment of a child, neglect of a child, an assault against a child, failure to protect, failure to report under the respective legislative instruments applicable in each jurisdiction; and behaviour that causes significant emotional or psychological harm to a child.
<b>School</b>	means the registered non-government schools (including Registered Training Organisations and other educational facilities) located in and operating in Australia which are listed in <b>Schedule 1</b> and such other schools, Registered Training Organisations or educational facilities as the EREA Flexible Schools Ltd may establish in Australia or acquire, govern and operate.
<b>Staff</b>	means person(s) employed by a School.
<b>Subsidiary</b>	means one of the five Subsidiary Entities: EREA Flexible Schools Ltd, EREA NSW Colleges Ltd, EREA Flexible Schools Ltd, St Kevin’s College Ltd and EREA Victorian Schools Ltd.

<b>Teacher</b>	means a person employed in a School who is qualified in that jurisdiction to practice as a teacher of children and young people of school age.
<b>Volunteer</b>	means a person associated with a School who does unpaid work for that School by agreement with the School.

### 3. Roles and Responsibilities

<b>Role</b>	<b>Responsibilities</b>
<b>Board and Board Committee Members</b>	<ul style="list-style-type: none"> <li>• Approving this Policy</li> <li>• Ensuring this Policy is implemented, reviewed and updated as required</li> <li>• Reviewing the EREA Flexible Schools Ltd entity's and Schools' compliance with this Policy</li> <li>• Monitoring complaints trends, methods of rectification and compliance with this Policy (reports from the CEO).</li> </ul>
<b>Chief Executive Officer ('CEO')</b>	<ul style="list-style-type: none"> <li>• Developing procedures and guidelines supporting adherence with this Policy</li> <li>• Ensuring this Policy is implemented</li> <li>• Reporting to the Board on compliance with this Policy</li> <li>• Manages complaints that are escalated above Regional level</li> </ul>
<b>Heads of Campus and Principals (including Area Principals)</b>	<ul style="list-style-type: none"> <li>• Develop, implement and publish Complaints Handling processes in their Schools in accord with this Policy and any regulatory requirements of state and territory authorities</li> </ul>
<b>Regional Directors</b>	<ul style="list-style-type: none"> <li>• Implementing this Policy and associated procedures and guidelines</li> <li>• Manages complaints that are escalated above School level</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>• Adherence to this Policy</li> </ul>
<b>Complaints Officer</b>	<ul style="list-style-type: none"> <li>• Manages the confidential and complete response to complaints raised at the School level</li> <li>• A Complaints Officer is also appointed in each EREA Flexible Schools Ltd Regional team with the same responsibilities for complaints made at the School level.</li> </ul>
<b>Complaints Manager</b>	<ul style="list-style-type: none"> <li>• Manages the confidential and complete response to complaints raised at and escalated to the CEO or National level.</li> </ul>

### 4. Policy

Schools and Regions must implement their own complaints handling procedure by adopting this Policy and utilising the EREA Flexible Schools Ltd online complaints management platform (Assurance).

The School's and Region's complaints handling procedures must:

- align with the Purpose, Principles and Procedures as outlined in this policy
- ensure procedural fairness
- include information on how to escalate a complaint that is unresolved at the school level to the Regional Director and/or EREA Flexible Schools Ltd CEO or their delegate
- be accessible to the school community
- be approved by the Principal and the EREA Flexible Schools Ltd CEO

Schools are required to develop and maintain a fair, effective, and efficient complaints handling process so that complaints about events or decisions at the school can be addressed.

Schools and Regions are required to maintain a Register of all Complaints in Assurance.

## **5. Procedures**

### **5.1 Complaints Against Staff and Volunteers**

#### *5.1.1 Misconduct or Serious Misconduct*

Serious misconduct is defined in the EREA Flexible Schools Ltd's (EREA) Code of Conduct. **All complaints of alleged misconduct or serious misconduct by an employee, volunteer or contractor must be reported to the Head of Campus and/or Principal of the School.** Where there is potential for the complaint to involve unlawful action/activity, the Head of Campus and/or Principal will determine the need to report the matter to the Police.

**A complaint of allegation or serious misconduct by the Head of Campus and/or Principal** must be directed to the Regional Director.

**A complaint of allegation by the Regional Director** must be directed to the EREA Flexible Schools Ltd CEO.

**A complaint of allegation or serious misconduct by the EREA Flexible Schools Ltd CEO** must be directed to the Chair of the EREA Flexible Schools Ltd Board.

#### *5.1.2 Child Abuse and other harm (including sexual offences)*

EREA Flexible Schools Ltd takes all allegations of children at risk of significant harm seriously.

There are prescriptive legal and regulatory requirements under several laws for people delivering educational services, including those in management within those services, to report suspected child abuse and neglect to government authorities. Child Safeguarding Programs in schools are based on the legal and regulatory Child Safe Organisations and Child Protection frameworks applicable within the jurisdictions for which each school governed by EREA Flexible Schools Ltd operates. *(See Related Policies, Procedures and Legislation section of this Policy)*

EREA Flexible Schools Ltd requires workers to report any concern they may have about the safety, welfare or wellbeing of a child or young person to the Principal.

All allegations of child abuse and other harm are investigated as per the EREA Flexible Schools

Ltd Child Safeguarding Complaints Handling Policy and Procedures.

A complaint of Child Abuse or other harm by the Head of Campus, Principal or Regional Director must be directed to the EREA Flexible Schools Ltd CEO.

*5.1.3 Complaint against the Head of Campus and/or Principal*

Any complaint against the Head of Campus and/or Principal must be directed to the Regional Director.

*5.1.4 Complaint against the Regional Director*

Any complaint against the Regional Director must be directed to the EREA Flexible Schools Ltd CEO.

*5.1.5 Complaint against a Christian Brother*

Any complaint against a Christian Brother should be directed to the Christian Brothers Professional Standards Office: +61 3 8359 0134; [ps@edmundrice.org](mailto:ps@edmundrice.org).

*5.1.6 Anonymous Complaint*

EREA Flexible Schools Ltd endeavours to address and respond to all complaints. In some situations, it may not be able to fully address complaints that are made anonymously or without sufficient detail being provided to enable an investigation or resolution of the matter. To ensure procedural fairness, respondents have a right to know the particulars of the allegations being made against them and be given an opportunity to respond to them. In some circumstances, it may be most appropriate for the Complaints Officer or Complaints Manager to direct the complainant to make their complaint as a Whistleblower, as detailed in the EREA Whistleblower Protection Policy.

*5.1.7 Allegations of Reportable Conduct*

Allegations of Reportable Conduct which meet the threshold pursuant to legal and jurisdictional regulations, and which involve an EREA Flexible Schools Ltd Employee, Volunteer or Contractor, must be reported as described as per jurisdictional requirements and the EREA Flexible Schools Ltd Incident Notification Policy and Guidelines.

**Allegations of Reportable Conduct in relation to an employee** (other than a Head of Campus and/or Principal) at a School must be reported to the Head of Campus and/or Principal of the School.

**Complaints of Reportable Conduct involving a Head of Campus and/or Principal** of a School must be reported to the Regional Director.

**Complaints of Reportable Conduct involving a Regional Director** must be reported to the EREA Flexible Schools Ltd CEO. *(See the Related Policies, Procedures and Legislation section of this Policy)*

## **5.2 Escalation of a Complaint**

If a complaint is unresolved at the Regional level or is about the Regional Director or should a complainant simply wish to make a formal complaint directly to EREA Flexible Schools Ltd or to EREA Ltd, it can be done by any of the following means:

- Sending an email to [complaints@ereafsn.edu.au](mailto:complaints@ereafsn.edu.au)
- Writing a letter to EREA Flexible Schools Ltd addressed to “The Complaints Manager”
- **Telephoning Edmund Rice Education Australia (03 9426 3200) to register the complaint**

EREA Flexible Schools Ltd is responsible for responding to complaints when:

- a complainant is not satisfied that a matter has been addressed in accordance with the School’s complaints-handling policies and processes
- a complainant is not satisfied that an acceptable resolution has been reached
- the subject of the complaint relates to policy outside the responsibility or management of the School
- a School or Region requests assistance to resolve a complaint
- the subject of the complaint is the Regional Director.

EREA Flexible Schools Ltd management will generally not become involved when:

- the complaint has not been first raised with the School or Region
- the School or Region is continuing to address the issues in the complaint
- the complaint raised is the responsibility of the School or Region
- the complaint raised is within the responsibility and capability of the School or Region to resolve.

All formal complaints will be logged into our online complaints management system (in Assurance) and managed in accordance with these Procedures.

EREA Flexible Schools Ltd will accept anonymous complaints and will carry out an investigation of the issues raised, using a consistent approach applied for all complaints received, where there is sufficient information provided.

The EREA Flexible Schools Ltd CEO and/or the Complaints Manager will monitor complaints made about Schools for any patterns of behaviour or management that may need to be addressed and work actively with the Head of Campus, Principal and/or Regional Director to address these.

The EREA Flexible Schools Ltd CEO and/or Complaints Manager will report to the Board, compliance with this policy and procedures, insights gleaned from the actions taken under 2.5 and escalate any School matters that remain unresolved after these procedures have been followed, and any patterns of behaviour in School management or practice that have been identified and remain unaddressed.

Schools will publish the procedures for making school level complaints.

### 5.3 Steps in Complaint Handling

**Step 1:** Formal complaints are logged through our online complaints management register where they are screened by the officer appointed to act as Complaints Officer. Complaints are forwarded to:



- EREA Flexible Schools Ltd National Director of Safeguarding in the case of child safety related complaints and Reportable Conduct;
- EREA Flexible Schools Ltd Regional Director in the case of a complaint directly relating to conduct by the Principal, Head of Campus or Member of the School Advisory Council;
- EREA Flexible Schools Ltd CEO or their delegate in the case of a complaint directly related to conduct by the Regional Director;
- EREA Flexible Schools Ltd CEO in the case of a complaint related to conduct by an employee of the EREA Flexible Schools Ltd National Team;
- Chair of EREA Flexible Schools Ltd in the case of a complaint related to conduct by the CEO.

**Step 2:** All complaints that have been confirmed as valid by the Complaints Officer/Manager will be acknowledged in writing as soon as practicable, and always within 10 business days. They will be allocated a status, priority and target resolution date.

**Step 3:** The Complaints Officer/Manager will conduct an investigation into the issues raised, following principles of procedural fairness, and make a determination. The investigation will establish the circumstances of alleged events and explore options for resolution. Investigations may consist of interviews with involved parties or subject matter experts and/or documentation to determine the full circumstances leading to the complaint. Following completion of the investigation the Complaints Officer/Manager will make a determination and recommendation to the Principal and/or Child Safeguarding Officer/Director of Safeguarding/CEO.

The following people are required to accept the recommendation to resolve and close the Complaint:

- School operations related with no exposure to child safety – Head of Campus, Principal or delegate.
- School related with child safety implications – Head of Campus, Principal or delegate and Regional Child Safeguarding Officer.
- Child safety related where the matter requires disclosure to external third parties – Regional Director, CEO and Director of Safeguarding.
- Complaint related to the Regional Director – CEO.

The Head of Campus, Principal, Regional Director and CEO (or their delegate) will work jointly to ensure all Complaints, where possible, are resolved within 20 business days of the acknowledgement of the Complaint.

**Step 4:** Following the agreement of the recommendation by the Principal and/or Child Safeguarding Officer/Director of Safeguarding and Professional Standards/CEO, if appropriate, the Complaints Officer/Manager will formulate a resolution and provide a written response to the Complainant. The matter will be closed if this response is accepted (CEO assumes this responsibility where the Complaint relates to a Regional Director).

**Step 5:** Where the initial response is not acceptable to the Complainant the matter will first be escalated to the CEO and then the EREA Flexible Schools Ltd Chair, should the CEO's resolution not be acceptable

to the Complainant. The Chair may seek additional information or submissions from the relevant parties. The matter will be closed if the response of the Chair is accepted.

The Regional Director and CEO (or their delegate) will work jointly to ensure all escalated Complaints, where possible, are resolved within 20 business days of the acknowledgement of the Complaint.

**Step 6:** All complaints received will be entered into the Complaints Register (Assurance). Resolution and any corrective action taken must also be recorded in the Register.

**Step 7:** If the matter remains unresolved, the Complainant may pursue external resolution alternatives.

## **5.4 Possible Outcomes of a Complaint**

The assessment of the Head of Campus/Principal/Regional Director/Director of Safeguarding/Complaints Manager/CEO may result in advice provided to the School for action. The suggested actions may include providing the complainant with:

- (a) an apology or expression of regret
- (b) formal communication of a change of decision, policy, procedure or practice
- (c) the provision of counselling or other support
- (d) an explanation of:
  - i. how the decision is consistent with school policy
  - ii. how the decision is supported by an external agency that specialises in the area under consideration
  - iii. how EREA Flexible Schools Ltd policies and guidelines are reflected in and supportive of the decision.

## **6. Implementation**

It is the responsibility of Schools to ensure that their Staff, Volunteers and Contractors are trained in the appropriate handling of complaints in accordance with this policy. This policy will be made available to Schools through the EREA Policy Connect web portal.

## **7. Policy Compliance**

### **7.1 Breach of this Policy**

Individuals who breach this policy may be subject to disciplinary action, including and up to termination of their employment.

Individuals who become aware of an actual or suspected breach of this policy are obliged to report it. They may speak to their Superior or lodge a Whistleblower report through the EREA website/hotline. All reports are treated confidentially.

## **7.2 Policy Review**

This Policy will be reviewed every two (2) years unless there is legislative change or a regulatory requirement to do so earlier.

The EREA Flexible Schools Ltd Board is responsible for ensuring this Policy is reviewed and updated as needed, and for approving this Policy.

Any related guidelines are reviewed annually or following the incidence of something not covered in those guidelines that impacts on EREA Flexible School Ltd's responsibilities.

## **7.3 Record-Keeping Obligations**

When handling all complaints, EREA Flexible Schools Ltd and all schools will keep and maintain any records as required in compliance with statutory authority requirements.

The following information is recorded by the Complaints Officer in relation to all complaints:

- The date the complaint was made and received
- The nature of the complaint
- The action taken to resolve the complaint
- The action taken to lessen or prevent the issue from recurring
- The time taken to resolve the complaint Further action taken if the complaint was not resolved.

# **8. Related Policies, Procedures and Legislation**

## **8.1 EREA Flexible Schools Ltd and EREA Ltd Policy Linkage**

This Policy should be read in conjunction with the following related EREA Flexible Schools Ltd and/or EREA Ltd documents:

- The Charter for Catholic Schools in the Edmund Rice Tradition
- Code of Conduct
- Incident Notification Framework
- Risk Management Policy
- Compliance Policy
- Conflict of Interests Register
- Related Party Transactions Policy
- Related Party Transactions Register
- Conflicts of Interest Register
- Whistleblower Policy
- School Internal Grievance Policy
- Responsible Persons Policy
- Governance Charter
- Complaints Handling Program and CompliLearn module (web enabled)

## **8.2 Related legislative instruments**

The following legislation, standards and regulations apply, and this Policy aligns with these mandated requirements:

### ***Queensland***

- Child Protection Act 1999 (QLD)
- Criminal Code Act 1899 (QLD)
- Domestic and Family Violence Protection Act 2021 (QLD)
- Education (General Provisions) Act 2006 (QLD)
- Public Health Act 2005 (QLD)
- Guardianship Administration Act 2000 (QLD)

### ***Tasmania***

- Children, Young Persons and Their Families Act 1997 (TAS) (CYPF Act)
- Criminal Code Act 1924 (TAS)
- Teachers Registration Act 2013 (TAS)
- Registration to Work With Vulnerable People Act 2013 (TAS) and Registration to Work With Vulnerable People Regulations 2014 (TAS)
- Family Violence Act 2004 (TAS)
- Family Law Act 1975 (Cth)
- Education Act 2016 (TAS) and Education Regulations 2017 (TAS)
- Criminal Code Act 1995 (Cth)

### ***South Australia***

- Children and Young People (Safety) Act 2017 (SA) and Children and Young People (Safety) Regulations 2017 (SA)
- Child Safety (Prohibited Persons) Act 2016 (SA) and Child Safety (Prohibited Persons) Regulations 2019 (SA)
- Children and Young People (Oversight and Advocacy Bodies) Act 2016 (SA) and Child and Young People (Oversight and Advocacy Bodies) Regulations 2017 (SA)
- Teachers Registration and Standards Act 2004 (SA) and Teachers Registration and Standards Regulations 2021 (SA)
- Criminal Law Consolidation Act 1935 (SA)
- Intervention Orders (Prevention of Abuse) Act 2009 (SA)
- Civil Liability Act 1936 (SA)

### ***Western Australia***

- The School Education Act 1999 (WA)
- Children and Community Services Act 2004 (WA)
- Working with Children (Criminal Record Checking) Act 2004 (WA) and Regulations 2005 (WA)
- Teacher Registration Act 2012 (WA)
- Restraining Orders Act 1997 (WA)
- Criminal Code Act Compilation Act 1913 (WA)
- Registration Standards for Non-Government Schools (WA)

### ***National Catholic Safeguarding Standards***

## Schedule 1 – Schools under the Governance of EREA Flexible Schools Ltd

School	Address
Albert Park Flexible Learning Centre	1 Hale Street, Brisbane QLD 4000
Bowen Education Engagement Program	48 George Street, Bowen QLD 4805
Burdekin Education Program	Ayr Racecourse – Cunningham Street, Ayr QLD 4807
Deception Bay Flexible Learning Centre	17 Silver Street, Deception Bay QLD 4508
Edmund Rice Flexi School	Bldg G21 Elizabeth TAFE – Woodford Road, Elizabeth SA 5112
FAME	13 McKinna Road, Christie Downs, SA 5164
Geraldton Flexible Learning Centre	15 Bayly Street, Geraldton WA 6530
Gympie Flexible Learning Centre	30 Everson Road, Gympie QLD 4570
Hemmant Flexible Learning Centre	56 Hemmant-Tingalpa Road, Hemmant QLD 4174
Inala Flexible Learning Centre	67 Poinsettia Street, Inala QLD 4077
Ipswich Flexible Learning Centre	1 Queen Victoria Parade, Ipswich QLD 4305
Mount Isa Flexible Learning Centre	74 Abel Smith Parade, Sunset Mount Isa QLD 4825
Noosa Flexible Learning Centre	2 Girraween Court, Sunshine Beach QLD 4567
Pambula Beach Flexible Learning Centre	149 Pambula Beach Road, Pambula, NSW 2549
Rockhampton Flexible Learning Centre	210 Upper Dawson Road, Rockhampton QLD 4700
St Edmunds College	60 Burns Road, Wahroonga NSW 2076
St Francis Flexible Learning Centre	22 Ashbourne Grove, West Moonah TAS 7009
St Gabriel's School	190 Old Northern Road, Castle Hill NSW 2154
St Joseph's Flexible Learning Centre	5 Bloomfield Street, Alice Springs NT 0870
St Mary's Flexible Learning Centre	63 Forrester Road, St Marys NSW 2760
Southport Flexible Learning Centre	2 Nakina Street, Southport QLD 4215
The Centre Education Programme	108 Mudgee Street, Kingston QLD 4114
Townsville Flexible Learning Centre	22 Ingham Road, West End Qld 4810
Wollongong Flexible Learning Centre	Cnr Princes Hwy and Towradgi Road, Towradgi NSW 2518

**Document Version Control**

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