

## **Catholic Parish of Epping-Epping North**

### **Grievance and Complaints Procedures**

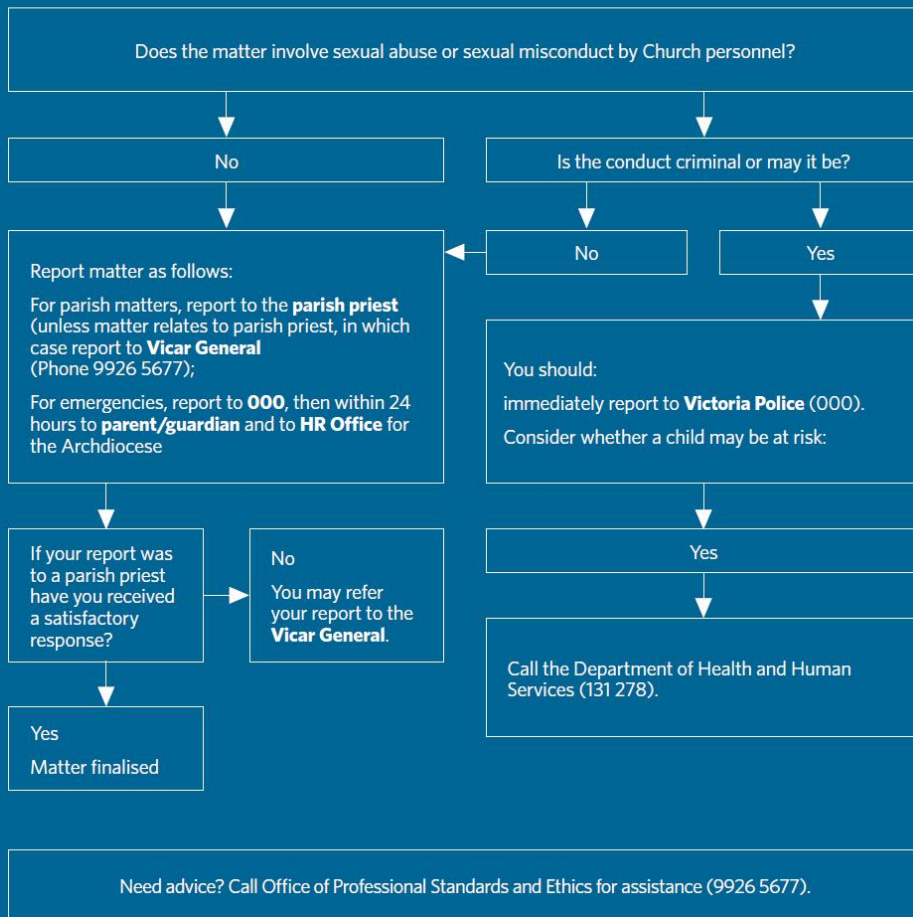
- A. Any grievance is to be notified to the Parish Priest either orally or in writing
- B. The Parish Priest is to attempt to resolve or to provide an answer to the matter within five working days
- C. If the Parish Priest is unable to resolve the matter, the Parish Priest will approach the Catholic Archdiocese directing the matter to the appropriate department i.e. either being the diocesan Human Resource Manager or the Vicar General
- D. If the matter cannot be resolved, an appointed arbitrator appointed by the Vicar General will take place. The decision of the arbitrator will be binding upon both Parish Priest and the aggrieved.
- E. If the grievance is due to a threat of sexual abuse the flowchart from 'May our children flourish' will be strictly adhered to. (Please see attached)

# May our children flourish

ENSURING THE SAFETY AND WELLBEING OF CHILDREN IN OUR CARE



If you **see something** that concerns you, **say something**



Need advice? Call Office of Professional Standards and Ethics for assistance (9926 5677).



CATHOLIC ARCHDIOCESE OF MELBOURNE

\* "May our children flourish - Code of Conduct for Caring for Children" is available from the Parish Office or [www.cam.org.au](http://www.cam.org.au).