



Sisters of the Good Samaritan

Guidelines for responding to complaints

Professional Standards
2004-2005

Please keep these guidelines
next to your telephone

What do I do when I receive a call?

- 1 Listen with empathy to the person
- 2 Clarify the purpose of the call
- 3 Record name and contact phone number
- 4 Note all other important particulars

Whom do I contact or what number do I give?

New South Wales communities
Anita Brennan

Queensland communities
Christine Manning

Victorian communities
Kathleen Spokes

South Australian communities
Margaret Keane

Western Australian communities
Margaret Keane

REDACTED

What do I do when I receive a letter?

Please forward all correspondence to:

Sister Sonia Wagner, sgs
Congregational Offices
1A Harris Road
FIVE DOCK NSW 2046

Phone:
Fax:

REDACTED

What do I say when I receive a call?

After listening carefully state:

Unfortunately, I am not the best person to help you with your concerns. However, I have a number that you can ring or if you wish I could get someone to ring you. Which would you prefer?

Should I do anything else?

After ending the phone call:

Inform your Contact Counsellor of the telephone call and fax her a copy of your record of conversation and the contact details of the person involved.

Let the Counsellor know if she is to make contact or if the person concerned will contact her.

What do I do if the Media make contact?

All requests for interviews by the media on this issue are to be referred to Sonia Wagner. If someone from the media contacts you do not engage in conversation on the matter. Simply refer them to Sonia at REDACTED REDACTED Do not engage in any conversation. Contact Sonia's Personal Assistant Mary Robinson (REDACTED REDACTED) immediately to alert her.

Steps for Counsellors after a complaint

After ending the phone call:

- Inform Sonia
- Sonia starts a file recording all telephone calls and correspondence. Originals to be kept at the Rosebank Office
- Sonia in consultation with the Counsellor, and, if appropriate, the CLRI Consultative Panel, makes a decision as to which of the guidelines would address this complaint:
Towards Healing or Integrity in Ministry or Good Samaritan Incorporated Colleges, Australia: Care and Protection of Students Guidelines (GSCA 7.1)
 - + Towards Healing
Contact the Director opposite to discuss issues and to follow the established protocol.
 - + Integrity in Ministry
Establish group to discuss best way forward. (see 1.4 Appendix 1 for members of group)
 - + Care and Protection of Student Guidelines
Complaints against church personnel, including clerics, members of a religious institute, staff members, volunteers, contractors or other persons employed by the college are to be referred to the Principal. A complaint against the Principal is to be referred to the Chair of the Board (see page 2, [Care and Protection of Student Guidelines GSCA 7.1] point 4 Responsibility/Accountability and Support)

New South Wales
Mr Michael Salmon
Professional Standards Office
[REDACTED]

Phone
Fax
Mobile

[REDACTED]

Queensland
Mr Howard Murray
[REDACTED]

Phone
Fax
Mobile

[REDACTED]

Victoria
Mrs Penny Lakey
[REDACTED]

Phone
Fax

[REDACTED]

South Australia
Ms Sue Cain
Catholic Church Office
[REDACTED]

Phone
Fax
Mobile

[REDACTED]

Western Australia
Mr Des O'Sullivan
[REDACTED]

Phone
Fax
Mobile

[REDACTED]



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