

WHAT IS THE PROCESS?

1. Contact the Response Co-ordinator to arrange documentation of your complaint. Interviews can be arranged at a mutually suitable location.
2. The Response Co-ordinator sends the documented complaint to the relevant Church Authority. This is taken to the Professional Standards Committee.
3. The Committee decides whether to assess the matter further.
4. Independent assessors may be appointed to prepare a report.
5. The Diocesan Professional Standards Committee recommends the most appropriate way to resolve the matter.

We are committed to hearing any complaints you have to make. Please contact us.

Free Call: 1800 652 080

**Postal Address:
PO Box 1576
ROCKHAMPTON Q 4700**

ROCKHAMPTON DIOCESE OF THE CATHOLIC CHURCH

**DO YOU HAVE A
COMPLAINT TO MAKE
OF PHYSICAL OR
SEXUAL ABUSE?**

PROFESSIONAL STANDARDS GROUP

In 1996, as part of a National Strategy by the Australian Catholic Church, the Rockhampton Diocese developed a committee to look at complaints of physical and sexual abuse made against Church personnel.

The committee, an independent group comprising both *clergy and lay members* male and female, is called the Diocesan Professional Standards Committee. The group meets regularly and seeks, as a committee, to review complaints and to make recommendations for resolution to the Church Authority.

In a spirit of seeking truth and justice the committee would like to hear from anyone who might have a complaint to register.

WHAT CAN I DO?

If you have a complaint to register it is important that you phone the Response Coordinator.

Ph: 1800 652 080

The Response Co-ordinator, a trained professional, will listen, and inform you of possible options you can take.

If you follow this complaints process you can still contact the Police at any time.

WHAT ARE MY OPTIONS?

You may:-

1. Register a formal complaint
2. Seek support and/or counselling.
3. Request acknowledgement by the Church Authority that your complaint has been heard.

WHERE TO FROM HERE

Once your complaint has been recorded and you desire to proceed, a resolution process begins. As your complaint proceeds you will be informed of the process. Your best interests and rights will be respected throughout the process.