

Options for review within the Diocese

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What the agency may expect from you?

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What information will I receive when my complaint is resolved at the agency?

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Diocese of Maitland-Newcastle

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The Diocese is committed to providing across its agencies a fair, effective and efficient complaint management process that is consistent with the Catholic Social Teachings.

A diocesan agency provides a service on behalf of the Diocese, for example systemic schools and St Nicholas centres.

You may provide feedback or make a complaint directly to the agency involved in person, by phone, by email or letter or through the online complaint form at [www.mn.catholic.org.au](http://www.mn.catholic.org.au) or by scanning the QR code.

### What can I complain about?

- ▶ Staff
- ▶ Processes
- ▶ Services
- ▶ Complaint handling

### What should I include in my complaint?

- ▶ What happened?
- ▶ How did it affect you?
- ▶ What do you want to happen?
- ▶ What do you want the agency to do?
- ▶ How do you want the agency to do it?
- ▶ How do you want to be consulted?
- ▶ How do you want to be kept up to date?
- ▶ How do you want to be supported?
- ▶ How do you want to be listened to?
- ▶ How do you want to be respected?
- ▶ How do you want to be valued?