

Complaint Received

Complaints may be received by telephone, mail or email:

Ph: (07) 33369474 / 1800 337 928 (Qld only)

Email: psqld@catholic.net.au

GPO Box 3264 Brisbane Qld 4001

The Professional Standards Office will determine whether the alleged conduct is abuse as defined in the Towards Healing protocol. If not, the complaint is referred to the relevant Church Authority to manage.

Contact Report

- An independent report writer is appointed
- The victim is interviewed
- A report is prepared
- The Towards Healing process is commenced

The allegations are put to the accused person (if available) and a response sought.

If the Church Authority is satisfied that the complaint is valid then it may elect to proceed to facilitation.

If there is a significant dispute or uncertainty about the facts the complaint must be investigated.

Assessment

- Independent investigators are appointed
- An investigation is conducted
- A report with findings is prepared

A review is available to the complainant, accused and Church Authority if the process was not properly followed or the findings of the investigation are flawed. Generally, a request for review must be submitted within 3 months of the process ending.

Facilitation

- An independent Facilitator is appointed
- A meeting between parties is held
- Agreed outcomes are reached