



# HWA TSANG MONASTERY INC.

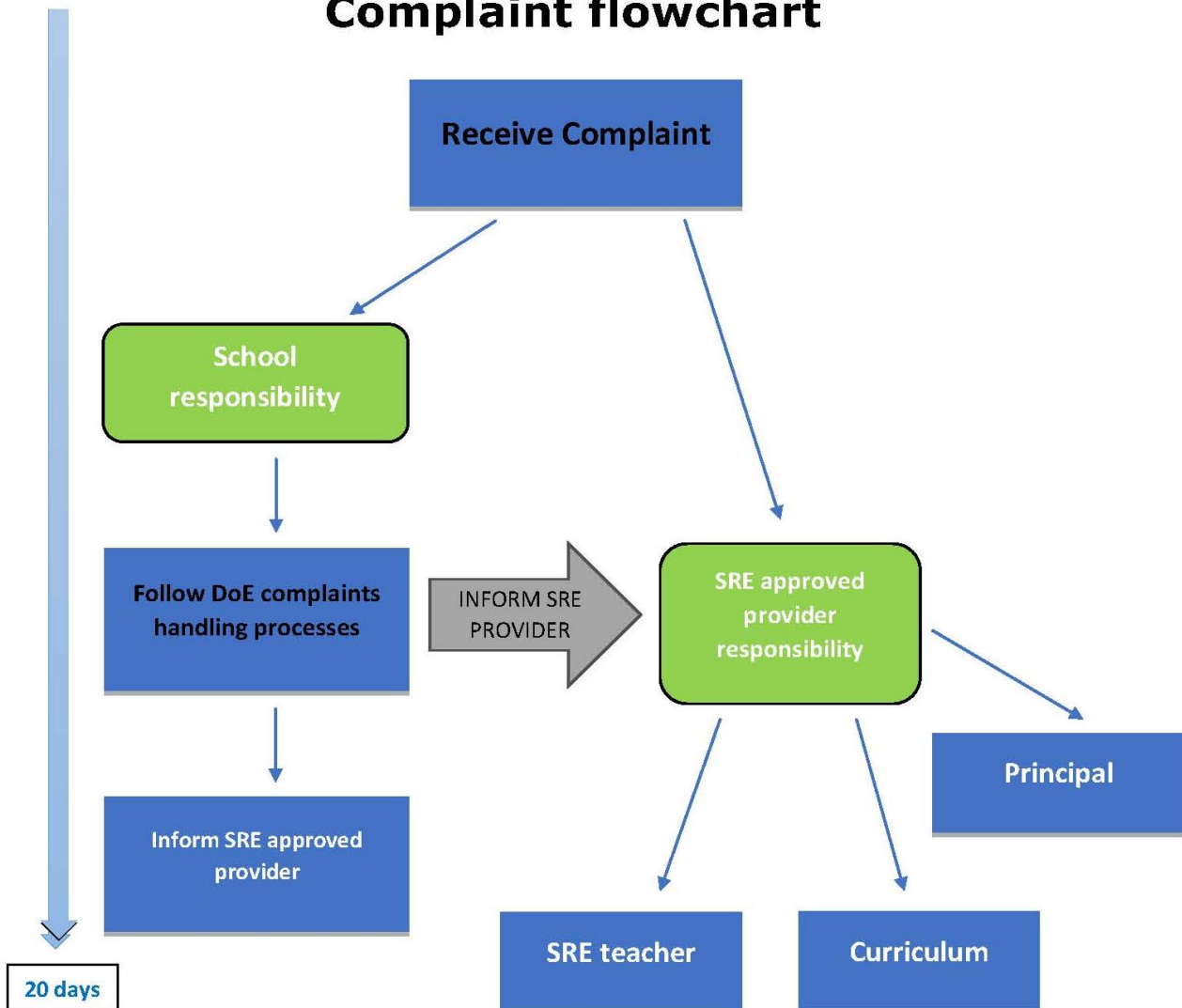
## Special Religious Education

29, Mackenzie Street, Homebush, NSW 2140, Australia  
Tel: 02-97466334 Website: www.htm.org.au

## COMPLAINT PROCEDURE

- a) HTM works in partnership with schools in accordance to school's policy<sup>1</sup> in dealing with complaint.
- b) Parents are to approach school to lodge their complaint.
- a) School will contact HTM SRE coordinator to convey the complaint.
- b) HTM SRE Coordinator will investigate the situation and reply to the school.
- c) The school will convey the reply to the parents.
- d) If parents prefer to meet the SRE provider, a meeting can be arranged at the school with a school representative present.

### Complaint flowchart



<sup>1</sup><https://education.nsw.gov.au/policy-library/policies/complaints-handling-policy>



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### Approved Provider Complaint Form (Rec 023)

If you have a complaint about any aspect of our school services we are keen to hear from you.

#### 1. General Information

Please select from the following. I am a/an:

parent     student     member of the public     employee

#### 2. Personal details

Title     Mr     Mrs     Ms     Miss     Other

What is your family name?

What is your given name?

#### 3. Contact details

What is your current residential address?

Postcode

What is your mailing address? (if different to residential address)

Postcode

Email address

Telephone number

Mobile phone number

Preferred contact method:     Phone     Mobile     Letter     Email

#### 4. Complaint details

Have you lodged a complaint about this issue before?

Yes     No

If yes, when:

5. Complaint summary	
When it happened	
Where it happened	
Who was involved	
What happened (details of your complaint)	
What you would like to happen to resolve your complaint	
Attach any documentation that supports your complaint	

6. Acknowledgement			
All the information provided above is true and correct to the best of my knowledge.			
Signature		Date	
7. Privacy notice			
We will only use the information collected on this form to resolve your complaint and access will only be provided to authorised officers.			

8. Office use only			
Action officer			
Position		Date	
Complaint lodged	<input type="checkbox"/> by telephone	<input type="checkbox"/> in person	<input type="checkbox"/> in writing
Notes			