

**Diocese of Adelaide
Professional Standards Protocol 2020
Process Checklist**

If a complaint is made that clearly falls outside the scope of 'misconduct', the Director may inform the Complainant accordingly. The Director may nevertheless seek by mediation, conciliation or otherwise, foster a settlement of any dispute connected with the complaint and a reconciliation between the parties. If there is prima facie misconduct, then:

the Director will contact the complainant to find out about the complaint

Within 7 days

The Director will make available to the Complainant:

- a. a copy of the Ordinance and this Protocol;
- b. a brochure outlining the nature of the Scheme's complaint process;
- c. a "complaint form";
- d. a consent to process form;
- e. where the complaint involves an allegation of physical abuse or sexual abuse, a summary of any Redress Scheme adopted by the diocese and the available care and assistance.

Within 7 days

Unless it is impracticable in the particular circumstances, within a week from the Complainant giving written consent to the Director giving notice of the complaint and to the PSC dealing with it under the Ordinance, the Director or a PSC delegate will contact the Respondent.

Within 7 days

The Director will make available to the Respondent:

- a. a copy of the complaint and any further details provided;
- b. a copy of the Ordinance and this Protocol; and
- c. a Respondent's brochure and booklet which outline the nature of the Scheme's complaint process

The Director will also advise the Archbishop of the complaint.

Within 21 days

The Respondent will be expected to provide the PSC with a written response to the complaint within 3 weeks (or such longer period as the Director may allow in writing) of him/her receiving a copy of the complaint and any accompanying details. The Director will write to the Respondent about this timeline and what happens if the Respondent does not respond.

Within 14 days after the investigation complete

The Director will advise the Complainant and Respondent that the investigation and report are complete and will invite both parties to make submissions.

As soon as practicable if implementation by Agreement

Director to notify parties of outcome

As soon as practicable if no agreement

Director to notify parties of outcome

Within 7 days

If no agreement, the Director will advise the parties that the matter has been referred to the Professional Standards Board. Parties will be advised of the process, and their rights and obligations.

After determination of a complaint by the Board

The Director is to advise the Complainant of the determination of the complaint by the PSB. Within 7 days of the Board making any final finding of fact or recommendation on the complaint (the decision), if the finding of fact or recommendation is adverse to the Respondent, the Director shall inform the Respondent

1. that he or she may within 30 days from the date of the decision or such further period as the Professional Standards Review Board may allow, apply to the Professional Standards Review Board for review of the decision; and
2. that if he or she does not apply to the Review Board for a review, he or she has the opportunity within a further 14 days to address any submissions to the Archbishop or other relevant Church authority directed to any permissible variation or modification of a recommendation.

The Director shall give the Complainant notice of any application by the Respondent or the PSC to the Review Board for review of a decision. A Complainant is invited to communicate any comments they wish to make to the Director.

After completion of the process

the Director will liaise with those involved in this Protocol at the completion of the matter and will seek comment about the process and may discuss possible improvements.