

Rosa Veritas - Complaint Process Flowchart



WHO CAN REPORT?

Any Rosa Veritas Priest, Deacon, officeholder, member, employee or volunteer

WHAT TO REPORT?

Any ethical or safety concerns involving a **child, vulnerable person or adult**, including:

- disclosure of abuse or harm
- allegation, suspicion or observation of abuse or harm
- a breach of the Rosa Veritas Code of Conduct

HOW TO REPORT?



Call 000 if a person is in immediate danger.

Contact the Ethics and Safety Committee to:

- request a conversation, and/or
- submit an Incident Report Form (available on website)

by emailing ethics@rosaveritas.org

WHAT HAPPENS NEXT?

In consultation with the Meriti, the Ethics and Safety Committee will implement the investigative and reporting procedure outlined in the Child Safety Guidelines. This includes but is not limited to the following:

- The report will be immediately assessed to determine if the nature of the complaint constitutes reportable conduct.
- If the conduct is deemed reportable, the head of Rosa Veritas will immediately inform the relevant reporting agency and police (if not already informed).
- All parties named in the complaint will be informed as appropriate of their obligations, responsibilities and revised status, the latter of which may necessitate being stood down from duties and attendance until the complaint is resolved or otherwise concluded.
- When a complaint is not considered 'reportable conduct' the Committee will facilitate the conduct of an internal investigation.
- Support and guidance will be offered as appropriate to ensure an equitable, fair and expeditious resolution.

OUTCOME

The complainant and the person complained about will be informed of the process and outcome to the extent possible and appropriate. The relevant community will be advised of the outcome if it impacts upon that community. Policies and procedures will be reviewed and may be updated.