

Options for review within the Diocese

The Diocese of Maitland-Newcastle has a number of options for review within the Diocese. These options are available to all complainants. The Diocese of Maitland-Newcastle has a number of options for review within the Diocese. These options are available to all complainants.

What the agency may expect from you?

The agency may expect you to provide the following information:

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

The agency will provide you with the following information:

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 or by scanning the QR code.

What can I complain about?

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What should I include in my complaint?

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