

Child Protection Complaints Management

As part of its broader approach to addressing complaints and grievances the College has developed **Complaints Handling** protocols to ensure that any child protection-related feedback, comments or complaints from College community members and relevant stakeholders are captured, analysed and acted upon where appropriate.

This may include feedback about certain staff members or volunteers, or the College's Child Protection Program.

When a complaint is made to the College it is important for the College to consider whether the complaint raises any concerns about unreported abuse and/or risk of abuse at the College.

All Advisory Board members, staff including the Principal, Volunteers, Third Party Contractors and External Education Providers must follow the College's **Procedures for Responding to and Reporting Allegations of Child Abuse** if any information received with a complaint leads to new grounds for a reasonable belief or suspicion that a student may be subject to, or at risk of, any unreported abuse.

Child Protection Complaints Handling

The College will investigate all complaints in relation to sexual abuse that may have occurred to students in its care.

A complaint is a registration of dissatisfaction with the College, lodged verbally or in writing by a complainant or their representative. A complaint may be related to a specific episode, occurrence of failure in provision of service that has resulted in an impact on an individual or group. A general expression of concern is not a complaint.

A complaint may be made by a person who was the victim of the alleged conduct, or their representative. Where the complainant is not the victim, they will need to demonstrate that they have the authorisation of the victim to make the complaint.

A complaint may relate to the conduct of a current or past employee, contractor, volunteer or student.

When received initially by reception or frontline staff, the complainant should be referred to the Deputy Principal (Wellbeing)

The Deputy Principal will explain and provide relevant material to the complainant from the College Child Protection Program and will encourage the complainant to outline their complaint in writing, if not already done so.

In accordance with Privacy legislation, the College will provide the complainant with full access to and copies of any information and records that contain information about them and their time at the College.

The Deputy Principal will offer the support of the School Counsellor. The Principal will be informed about the alleged abuse. The Principal will determine if further reporting must occur, eg to the President of the Canonical Administrators, CEM, the Police in accordance with Ministerial Order No 870.

Should the complainant decide that they do not wish to proceed with the complaint, the Deputy Principal will offer appropriate support persons or organisations.

The College may seek to proceed with an investigation after a complaint has been withdrawn where it deems it appropriate to do so, especially when it holds concerns for the welfare of any current or former students. The College will comply with all recommendations of Ministerial Order No 870