

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.