



Child Safe Program

Child Safety Complaints Management

"And let us not grow weary of doing good....." Galatians 6:9

For the purposes of this Policy, we refer to School Staff, Volunteers or Contractors as "Staff" or "staff members".

It is the Executive Principal's responsibility to ensure the efficient and effective organisation, management and administration of the School's complaints handling processes.

Key Definitions

Complaint

A complaint is an expression of dissatisfaction with an action taken, decision made, or service provided, or with the failure to provide a service, take action or make a decision at the School.

A complaint can be made by anyone including a student, former student, parent/carer, other family member, staff member or member of the wider community.

Child Safety-Related Complaint

For the purposes of this Policy, a "Child Safety-related complaint" includes any disclosure, allegation, suspicion, concern or internal report of:

- a breach of the School's Child Safe Code Of Conduct
- a child safety incident or concern alleged to have occurred, be occurring or be at risk of occurring at the School or a School event
- child safety incidents or concerns Involving School Staff, Volunteers or Contractors

- other staff misconduct (such as a procedural breach of the Child Safety Program)
- any complaint about the School's response to or management of a child safety incident or concern, including complaints alleging non-compliance with our [Procedures for Responding to and Reporting Child Safety Incidents](#).

Child-Focused Complaints Handling

A child-focused complaints handling process is important for helping students and others at the School make complaints, whether about child safety or otherwise. This policy sets out how the School, as a child safe organisation, has and implements a child-focused complaints handling system.

This Policy is communicated to students, Staff and parents/carers, and ensures that complaints are handled in a timely, fair and transparent manner.

This Policy is summarised in our public-facing Procedures for Managing Child Safety Incidents or Concerns At or Involving the School or its Staff ([here](#)). In our public-facing Complaints Handling Policy we include details about how to make a child safety-related complaint.

A child-friendly version of this Policy is also provided to students.

Making a Child Safety-Related Complaint

The School has developed complaints handling processes, to enable:

- simple and appropriate avenues for students, Staff, parents/carers and the wider community to make a complaint, including child safety-related complaints
- confidentiality and accessibility for all members of the School community.

These are:

1. **Anyone** can, at any time, make a child safety-related complaint to:

- the Executive Principal
- a Child Protection Officer
- a trusted staff member

in person, in writing or over the phone.

Non-child safety-related complaints should be made to the Executive Principal.

2. **Parents/carers, family members and other community members** who have child safety concerns about the School are asked to follow the procedures set out in our [Child Protection Policy](#) and to contact:

- the School's Senior Child Protection Officer Graeme Johnston, by phoning 0424 369 345 or emailing graeme.johnston@faith.qld.edu.au
- or if the concern relates to the Executive Principal, the The Board.

3. **Students** have multiple pathways to make a complaint, including child safety-related complaints, at the School. These include:

- disclosing concerns about the conduct of a staff member that they consider inappropriate to a Child Protection Officer, who are our 'stated staff members' for the purposes of Education (Accreditation of Non-State Schools) Regulation 2017 (Qld)
- disclosing child safety incidents or concerns, including abuse or other harm of themselves or of any other child, young person or student aged 18 or over, to any staff member, Volunteer or Contractor. This might be done:
 - verbally
 - in writing
 - through electronic means (such as email), or
 - indirectly (such as in written assignments, in artworks or in any other way)
- disclosing child safety incidents or concerns, including abuse or other harm of themselves or of any other child, young person or student aged 18 or over, anonymously using the Anonymous Google Form, which is located Faith CSDE Website
- by contacting Insert Preferred External Child Advocacy Organisation (e.g. ChildWise; Bravehearts).

Responding to a Child Safety-Related Complaint

Support for Complainants

Whenever a complaint containing information about child safety incidents or concerns is received, the complainant is offered support and assistance under our [Support Following Child Safety Incident or Disclosure policy](#).

Internal and External Reporting

All Staff, Volunteers, and Contractors must follow the School's procedures for [Responding to and Reporting Child Safety Incidents or Concerns](#) if any information contained in a complaint that is made to them raises a concern that a student may have been subject to, or may be at risk of, abuse or other harm at the School or a School event, or from a staff member. This includes in particular:

- [Reporting a Child Safety Incident or Concern Internally](#).
- [Failure to Protect](#)
- [Mandatory Reporting \(of a Reportable Suspicion\) to Child Safety Services](#)
- [Mandatory Reporting to Police \(and Mandatory Internal Reporting\) of Sexual Abuse and Likely Sexual Abuse](#)
- [Non-Mandatory Reporting to Child Safety Services](#)
- [Non-Mandatory Reporting to Police](#)
- [Child Safety Incidents or Concerns Involving School Staff, Volunteers and Contractors](#)
- [Reporting Teacher Misconduct to the Queensland College of Teachers](#).

Our internal reporting and reportable conduct policies require all Staff to report any child safety-related complaint that is made to them to a Child Protection Officer or the Executive Principal in addition to making any required external reports. If a complaint is about the Executive Principal, the complaint must be referred to the The Board.

How the School Manages Child Safety-Related Complaint

child safety-related complaints are managed by the School as follows:

Child safety-related complaints that involve, or raise the possibility of a risk of, child abuse or other harm to a child are managed under the Child Safety Program.

The following child safety-related complaints must be managed pursuant to any relevant policies and procedures in this Child Safety Program:

1. complaints involving, or raising the possibility of a risk of, [child abuse or other harm](#) occurring at the School or a School event, or by a staff member

2. complaints alleging a breach of the Child Safety Codes of Conduct that involves, or raises the possibility of a risk of, child abuse or other harm by a staff member.

These kinds of child safety-related complaints must be immediately referred to the Executive Principal (or if the complaint involves the Executive Principal, the The Board) to be managed pursuant to relevant policies and procedures in the Child Safety Program.

The Executive Principal may, where appropriate, delegate management of these kinds of child safety-related complaints to a Child Protection Officer.

Relevant policies and procedures for managing these kinds of child safety-related complaints include, but are not limited to, Child Safety Incidents or Concerns Involving School Staff, Volunteers and Contractors, Reporting Teacher Misconduct to the Queensland College of Teachers, Mandatory Reporting (of a Reportable Suspicion) to Child Safety Services, Reporting to Police and Duty to Protect/Failure to Protect.

Other child safety-related complaints that are managed under the Child Safety Program

The following child safety-related complaints must also be managed pursuant to any relevant policies and procedures in this Child Safety Program:

1. complaints about the School's investigation of and/or response to a specific incident of or concern about child abuse and other harm to a child
2. complaints that the School, when responding to a specific incident of, or concern about, child abuse and other harm to a child, has not correctly followed the School's own policies (for example, a complaint that we did not follow our Reporting Teacher Misconduct to the Queensland College of Teachers policy)
3. complaints that the School has not correctly followed legislative or regulatory requirements regarding child safety and protection in relation to a specific incident of, or concern about, child abuse or other harm to a child (for example, a complaint that we shared information about a child safety incident or concern with an external agency when not permitted by law to do so).

These kinds of child safety-related complaints must be immediately referred to the Executive Principal (or if the complaint involves the Executive Principal, the The Board) to be managed pursuant to relevant policies and procedures in the Child Safety Program.

The Executive Principal may, where appropriate, delegate management of these kinds of child safety-related complaints to a Child Protection Officer.

Relevant policies and procedures for managing these kinds of child safety-related complaints include, but are not limited to, [Disciplinary Actions \(Child Safety\)](#), [Child Safety Program Breach Management](#) and [Regular Reviews and Continuous Improvement](#).

Child safety-related complaints that may be managed under other School policies and procedures

The following child safety-related complaints may be managed pursuant to other relevant School policies:

1. complaints alleging a breach of the Child Safety Codes of Conduct that **do not** involve, and **do not** raise the possibility of a risk of, child abuse or other harm to a child by a staff member (for example, a complaint that a staff member has expressed personal views on sexuality in the presence of students)
2. complaints alleging procedural breaches of the Child Safety Program by Staff that **do not** involve, and do not raise the possibility of a risk of, child abuse or other harm to a child (for example, a complaint that a staff member has not renewed their WWC clearance)
3. general complaints about our child safety policies and procedures themselves (for example, a complaint that our policies and procedures do not accurately reflect the law or that they do not take into account the needs of a particular student or community cohort).

Although these kinds of child safety-related complaints may be managed pursuant to other relevant School policies, the Executive Principal or other person managing the complaint should – where appropriate - consult with a Child Protection Officer as part of the investigation.

With respect to 3. above, given the high risk to the School of not having a compliant Child Safety Program, it is likely that the outcome of these kinds of complaints will need to be reported to the Board.

Relevant policies and procedures for managing these kinds of child safety-related complaints include, but are not limited to, our Complaints Handling Policy and/or our Human Resources policies and procedures.

Guidance and Resources for Managing Child Safety-Related Complaints

The Complaints Handling Policy provides guidance on complaints handling principles and a step by step guide to managing a complaint.

The National Office for Child Safety publishes a guide for complaints that involve children and young people: [Complaint Handling Guide: Upholding the rights of children and young people](#).

Our [Child Safety Incidents or Concerns Involving School Staff, Volunteers and Contractors](#) and [Reporting Teacher Misconduct to the Queensland College of Teachers](#) policies set out procedures that will be followed for complaints about inappropriate conduct by Staff, Volunteers and Contractors.

Internal Reviews of Child Safety-Related Complaint Outcomes

Complainants or other persons who are involved in the child safety-related (for example, a staff member whose behaviour is the subject of the complaint, a student who is the victim of the alleged behaviour or their parent/carer) and who are not satisfied with the management of a complaint or its outcome may request an internal review of:

- the procedures undertaken
- findings made
- disciplinary actions proposed or taken
- other outcomes (including a decision not to make a finding or to take disciplinary or other action).

Requests for internal reviews should be made to Child Safety Officers.

Record Keeping about Child Safety-Related Complaints

Because of the confidentiality and privacy issues that arise with respect to child safety-related complaints, records of complaints that contain information about child safety incidents or concerns are not help within our general complaints handling record keeping system.

Child safety-related complaints are instead recorded as a child safety incident or concern, under our [Child Safety Record Keeping](#) policy.

These complaints are also recorded in a separate true.

General Reviews of Child Safety Complaints Management

The School regularly reviews Child Safety-related complaints to ensure that any child safety-related feedback, comments or complaints from School community members and relevant stakeholders are captured, analysed and acted on where appropriate.

In particular, Child Safety-related child are regularly analysed to identify causes and systemic failures to inform continuous improvement.

Our Child Safety Complaints Management policy is also itself regularly reviewed as part of our reviews of the Child Safety Program.

For more information, refer to [Annual Reviews and Continuous Improvement](#).