

## **LIGHTHOUSE CHRISTIAN COLLEGE CRANBOURNE**

### **CHILD PROTECTION COMPLAINTS POLICY**

#### **PREAMBLE**

Under Standard 7 of the Victorian Child Safe Standards, the College must have and implement child focused processes for managing complaints and concerns. To meet this Standard, Ministerial Order 1359 requires the Lighthouse Christian College Cranbourne College School Council to (among other things):

- develop a complaints handling policy that meets a number of specific elements and that clearly outlines:
  - o the process for making a complaint about the College, or the behaviour of any person within the College relating to child abuse that include family violence made by or in relation to a child or student, staff, volunteers, contractors, service providers, visitors or other persons while connected to a school environment.
  - o the roles and responsibilities of leadership, college staff, and volunteers in relation to complaints handling
  - o the process for dealing with different types of complaints, breaches of relevant policies or the Child Safety Code of Conduct, and obligations to act and report
- have policies and procedures in place that address reporting of complaints and concerns to relevant authorities, whether or not the law requires reporting, and cooperating with law enforcement
- ensure that record keeping, reporting, privacy and employment law obligations are met when responding to complaints and concerns
- have a clear procedure or set of procedures for responding to complaints or concerns relating to child abuse
- ensure that complaints are taken seriously and responded to promptly.

A child-focused complaints handling process is important for helping students and others at the college make complaints, whether about child safety, well-being or otherwise. This Policy supports the creation of a culture for students and their families to have their complaints heard, considered and responded to, and a culture of transparency in our complaints management processes.

It sets out how the college, as a child safe organisation:

- has and implements a child-focused complaints handling system
- manages child protection-related complaints

This Child Protection Complaints Management Policy is communicated to and understood by students, Staff and parents/carers, and ensures that child protection-related complaints are handled in a timely, fair and transparent manner.

Aspects of this policy are also included in our Child Safe Policy.

Forums for communication include annual child safety training, Parent Information Nights, staff and student induction, student assemblies, classroom conversations and the like.

## **PROCEDURES**

Providing Complaints to Lighthouse Christian College Cranbourne

The Lighthouse Christian College Cranbourne has procedures and processes in place by which parents/guardians/carers and the broader School community can confidently raise complaints in the knowledge that they will be listened to, and their complaint will be professionally managed in a timely, confidential and appropriate manner.

Relationships with the School community are important to us. The School takes complaints raised by parents/guardians/carers and the broader School community seriously.

There are many avenues to provide complaints to School staff. These include:

- Formal parent/guardian/carer surveys
- Emails to [jacob@lccc.vic.edu.au](mailto:jacob@lccc.vic.edu.au)
- Meetings/calls/emails with the Principal or other staff members to express concerns

## **Expectations of and Information for Parents/Guardians/Carers**

In making a complaint, Lighthouse Christian College Cranbourne requests and expects that the complainant will:

- raise the complaint as soon as possible after the issue has arisen
- communicate and respond in ways that are constructive, fair, and respectful
- provide complete and factual information about the complaint
- observe confidentiality and a respect for sensitive issues
- act in good faith to achieve an outcome acceptable to all parties
- have realistic and reasonable expectations about possible outcomes/remedies

If the complaint relates to treatment of an individual or their child's treatment by another student, students, or family member while at Lighthouse Christian College Cranbourne, we expect that the complainant will refer their complaint directly to the School, via the appropriate channels. Under no circumstances should they approach another student in the care of the school to discuss the issue or chastise them. Direct contact with parents to resolve the matter is also discouraged if the complaint pertains to issues or incidents that have arisen at the School.

## **Who to Contact to Make a Complaint to?**

The nature of the complaint will determine who is the most appropriate person or body to manage the concerns raised. Complaints should be directed to either the class teacher/Year Level Coordinator in the first instance. If the complainant is not satisfied with the outcome of this conversation they should contact the Principal/Deputy Principal. For complaints of a serious nature involving School staff, the following additional information is provided.

## **Misconduct or Serious Misconduct**

All complaints of alleged misconduct or serious misconduct by a teacher, staff member or volunteers should be reported to the Principal of Lighthouse Christian College Cranbourne. In some cases, certain actions which involve physical or emotional misconduct, such as unlawful assault or threats to the person, may constitute a criminal offence. These types of offences should be immediately reported to both the police and Principal. If unsure, consultation with the Principal of Lighthouse Christian College Cranbourne may help to determine the appropriate course of action in these circumstances.

## **Child Abuse (Including Sexual Offences)**

Child abuse includes any instances of physical or sexual abuse (including grooming), emotional or psychological harm, serious or significant neglect and family violence involving a child. Complaints of alleged child abuse (including sexual offences) of children or School students should be reported to the Principal of Lighthouse Christian College Cranbourne. There are legal obligations on all adults to report child abuse to the police once a reasonable belief is formed that a sexual offence may have been committed against a child. Failure to disclose a sexual offence against a child is a criminal offence under section 327 of the Crimes Act 1958 (Vic.) (Crimes Act) and applies to all adults (18 years of age and over) in Victoria. Communication with children under 16 years of age by teachers, staff, or any other person to prepare or groom a child for future sexual activity is a criminal offence under section 49M (1) of the Crimes Act and must be reported to the police and the Principal. The offence of grooming applies to any person aged 18 years or over and does not apply to communication between people who are both under 18 years of age. Students impacted by a child abuse or child safety matter will be provided with support to assist them feel safe at school and develop protective strategies. Supports will be tailored to each individual student and circumstance. Supports provided to students at the School may include:

- Regularly communicating with the student or students and their parents/guardians/carers where appropriate
- Convening a Student Support Group of School well-being staff and teachers to plan, support and monitor affected students
- Developing Student Support Plans for students impacted by the incident to ensure appropriate levels of care and support are provided
- Access to counselling
- Referrals to external services such as family violence services, Centres Against Sexual Assault (CASA) or Headspace Where external authorities are investigating a report of abuse or risk of abuse, it is the role of the Principal to ensure students are supported throughout interviews at the School.

## **Complaints Relating to Reportable Conduct**

As of 1 July 2017, the Victorian Government legislated for the introduction of a Reportable Conduct Scheme (RCS) to improve how organisations respond to allegations of child abuse and child-related misconduct by employees, volunteers, and contractors. Legal obligations are imposed on the School Principal to report to the Commission for Child and Young People (CCYP), and investigate allegations of reportable conduct, where those allegations are based on a person's reasonable belief that reportable conduct or misconduct involving reportable conduct has occurred. Reportable conduct includes the following:

- Sexual offences against, with or in the presence of a child
- Sexual misconduct against, with or in the presence of a child
- Physical violence against, with or in the presence of a child
- Behaviour that causes significant psychological or emotional harm
- Significant neglect Complaints relating to a reportable conduct allegation which meets the requisite threshold, and which involves a Lighthouse Christian College Cranbourne employee (which amongst others, can include a teacher, Principal, volunteer or contractor) must be reported.

Complaints of reportable conduct in relation to an employee (other than a Principal) at Lighthouse Christian College Cranbourne should be reported to the Principal. In the case of a serious complaint involving the Principal of Lighthouse Christian College Cranbourne, the Chairman of the School Council may be contacted.

## **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 college. 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. A timely and professional response to complaints is an effective means of encouraging communication, building trust and resolving issues for the betterment of all concerned.

### **Child Protection-Related Complaint**

For the purposes of this Policy, a “child protection-related complaint” includes any disclosure, allegation, suspicion, concern or internal report of:

- a breach of the College’s Child Safety Code of Conduct
- a child safety incident or concern alleged to have occurred, occurring or be at risk of occurring at the College or a College event
- Reportable Conduct
- other staff misconduct (such as a procedural breach of the Child Safety and Well- being Policy)
- any complaint about the college’s response to or management of a child safety incident or concern, including complaints alleging non-compliance with our Child Safe Policy.

## **CHILD-FOCUSED AND CULTURALLY SAFE COMPLAINTS HANDLING**

The college’s system for handling complaints that involve students (whether as complainant, victim, witness or person being complained about) is child-focused and follows the National Office for Child Safety’s Complaint Handling Guide:

- Appendix A-Complaint-handling process: An overview,
- Appendix B-Flowchart- Child safety reporting process within an organization,
- Appendix C-Complaint Record Form,

The college's system for handling complaints that involve students (whether as complainant, victim, witness or person being complained about) is culturally safe. We consult with relevant communities (the variety of communities that are relevant to the college, such as Aboriginal and Torres Strait Islander communities, culturally and linguistically diverse communities, and other communities that make up our Staff and student cohort) about how to enable, support and respond to complaints in a culturally sensitive way.

## **RESPONSIBILITIES FOR CHILD PROTECTION COMPLAINTS**

### **MANAGEMENT**

The Principal is responsible for ensuring the efficient and effective organisation, management and administration of the College's complaints handling processes.

All Staff are responsible for:

- responding appropriately to a student who raises or is affected by a child protection-related complaint
- understanding their internal and external reporting requirements relevant to child protection-related complaints and for complying with this Policy.

### **Child Safety Officers**

Child Safety Officers who are the Principal & Deputy Principal are responsible for:

- providing assistance and advice to Staff about their obligations under this Policy
- ensuring that the College takes all child protection-related complaints seriously, and escalates, reports and responds to these appropriately
- ensuring that the College responds appropriately to a student who raises or is affected by a child protection-related complaint
- promptly and thoroughly managing the College's response to child protection-related complaints as set out below
- monitoring the College's compliance with this Policy.

Where a particular child protection-related complaint involves the Principal and they therefore cannot perform the above roles, the appropriate Deputy Principal/ Head of School undertakes these responsibilities.

## **MAKING A CHILD PROTECTION-RELATED COMPLAINT**

The College 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 protection-related complaints
- confidentiality and accessibility for all members of the College community.

These are:

1. Anyone can, at any time, make a child protection-related complaint to:
  - the Principal
  - a Child Safety Officer (Principal/Deputy Principal)
  - a member of the College's leadership team
  - a trusted staff member

in person, in writing, via email [jacob@lccc.vic.edu.au](mailto:jacob@lccc.vic.edu.au) or over the phone.

2. Parents/carers, family members and other community members who have child protection concerns or who wish to make a child protection-related complaint about the College, its students or staff members are asked to follow the procedures set out in our Child Safe Policy and to contact:
  - the College's appropriate Child Safety Officer (Principal/Deputy Principal), phoning or emailing them directly, or the Principal; or
  - if the concern relates to the Principal, one of the Deputy Principal/Head of School/Member of the School Council should be contacted.
3. Students have multiple pathways to make a complaint, including child protection-related complaints, at the College. These include:
  - verbally
  - in writing
  - through electronic means (such as email [jacob@lccc.vic.edu.au](mailto:jacob@lccc.vic.edu.au) )
  - indirectly (such as in written assignments, in artworks or in any other way)
  - by contacting an external Child Advocacy Organisation (e.g. Child Wise, Orange Door, Bravehearts).
  - using their network of trusted staff or leadership members.

## **RESPONDING TO A CHILD PROTECTION-RELATED COMPLAINT**

### **Support for Complainants**

Whenever a staff member receives a complaint containing information about child safety incidents or concerns, the staff member must offer the complainant and any student involved in the complaint (if they are not the complainant) age and culturally appropriate support and assistance. The College will also support students, families and relevant Staff involved in a child protection-related complaint as set out in that policy.

### **Internal and External Reporting**

All Staff must follow the College'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 College or a College event, or from a staff member. This includes in particular:

- Reporting a Child Safety Incident or Concern Internally
- Duty to Protect/Failure to Protect
- Mandatory Reporting to Child Protection
- Non-Mandatory Reporting to Child Protection
- Reporting to Police
- Reportable Conduct
- Reporting Teacher Misconduct to the Victorian Institute of Teachers

Our internal reporting and Reportable Conduct policies require all Staff to report any child protection related complaint that is made to them to a Child Safety Officer who is the Principal/ Deputy Principal in addition to making any required external reports, such as completion of the 'Protect' mandatory reporting form provided to Victorian schools.

## **HOW THE COLLEGE MANAGES CHILD PROTECTION- RELATED COMPLAINTS**

**The College manages child protection-related complaints as follows:**

1. complaints involving, or raising the possibility of a risk of, child abuse or other harm occurring at the College or a College event, or by a staff member, Volunteer or Contractor
2. complaints alleging a breach of the Child Protection Codes of Conduct that involves, or raises the possibility of a risk of, child abuse or other harm by a staff member, Volunteer or Contractor.

These kinds of child protection-related complaints must be immediately referred to the Principal (or if the complaint involves the Principal, the appropriate Deputy Principal or Head of School) to be managed pursuant to relevant policies and procedures in the Child Safe Policy.

The Principal may, where appropriate, delegate management of these kinds of child protection-related complaints to a Child Safety Officer (Principal & Deputy Principal)

When a complaint involves a staff member, Volunteer, or Contractor, that person may be required to take leave whilst an investigation takes place.

### **Other child protection-related complaints**

1. complaints about the College'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 College, when responding to a specific incident of, or concern about, child abuse and other harm to a child, has not correctly followed the College's own policies (for example, a complaint that we did not follow our Reporting Teacher Misconduct to the Victorian Institute of Teaching or Reportable Conduct policies)
3. complaints that the College has not correctly followed legislative or regulatory requirements regarding child protection in relation to a specific incident of, or concern about, child abuse or other harm to a child.

These kinds of child protection-related complaints must be immediately referred to the Principal or relevant Child Safety Officer (Principal/Deputy Principal).

The Principal may, where appropriate, delegate management of these kinds of child protection-related complaints to a Child Safety Officer (Principal/Deputy Principal).

### **Child protection-related complaints that may be managed under other College policies and procedures**

The following child protection-related complaints may be managed pursuant to other relevant College policies:



1. complaints alleging a breach of the Child Protection 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, Volunteer or Contractor
2. complaints alleging procedural breaches of the Child Protection 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 WWCC clearance)
3. general complaints about our Child Protection 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 protection-related complaints may be managed pursuant to other relevant College policies, the person managing the complaint should – where appropriate - consult with a Child Safety Officer (Principal/Deputy Principal) as part of the investigation.

The outcome of complaints outlined in point 3 will need to be reported to the Lighthouse Christian College Cranbourne School Council.

## **GUIDANCE AND RESOURCES FOR MANAGING CHILD PROTECTION-RELATED COMPLAINTS**

Relevant policies and procedures for managing these kinds of child protection-related complaints include, but are not limited to:

- Child Safe Policy- Implementation of MO1359
- Mandatory Reporting Policy
- Bullying and Harassment Policy
- Cyber Bulling Policy

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. The Reportable Conduct Scheme and Reporting Teacher Misconduct to the Victorian Institute of Teaching requirements also set out procedures that will be followed for complaints about inappropriate conduct by Staff.

## **REVIEWS OF CHILD PROTECTION-RELATED COMPLAINT OUTCOMES**

### **Internal Reviews**

Complainants or other persons who are involved in the child protection-related complaint (for example, a staff member whose behaviour is the subject of the complaint, a student who is the victim of the alleged behaviour or the parent/carer of a student involved in the complaint) and who are not satisfied with the management of a child protection-related 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 the Principal.**

#### **RECORD KEEPING ABOUT CHILD PROTECTION- RELATED COMPLAINTS**

Because of the confidentiality and privacy issues that arise with respect to child protection-related complaints, records of complaints that contain information about child safety incidents or concerns are not held within our general complaints handling record keeping system. Complaints records will be meticulously and accurately maintained and securely stored in compliance with legal requirements.

#### **GENERAL REVIEWS OF CHILD PROTECTION-RELATED COMPLAINT MANAGEMENT**

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

In particular, the College and Lighthouse Christian College Cranbourne School Council regularly analyse child protection related complaints to identify causes and systemic failures to inform continuous improvement.

Our Child Protection Complaints Management Policy is also itself regularly reviewed as part of our reviews of the Child Protection Policy and program that happens annually.

#### **AUTHORISATION**

Date Approved: February 2025

Review Date: February 2027

Approval Authority: LCCC Council      Principal Mr Jacob Mathews

Contact Person: Mr Mathews      Principal Mr Jacob Mathews

# Appendix A

## Complaint-handling process: An overview

### The complaints process – an overview

Organisations must have a robust complaint-handling process in place to receive, record, manage, resolve and report on complaints. This appendix outlines the complaints process.<sup>1</sup>

1

#### Receiving the complaint

Complaints may be received in various ways, including in person, by phone, via an online complaint form, by email or by social media. Your organisation should provide multiple avenues for children and young people to make complaints. Unless the complaint is resolved at first point of contact, details of the complaint should be recorded along with other relevant information.

2

#### Record the complaint and relevant information

You should record the key complaint details, such as details about the complainant, any additional communication or support required; details about the subject of the complaint, the complaint issues, how the complaint was resolved/investigated; risks managed and the complaint outcome. See **Guideline 9** and **Appendix G: Complaint Record Form**.

3

#### Acknowledge the complaint

- ☐ Complaints should be acknowledged at the time of receipt or as soon as possible afterwards. Children and young people are often wary about making a complaint, and want to be assured they are being listened to straight away.<sup>2</sup>
- ☐ Acknowledge the complaint by using the preferred communication method nominated.
- ☐ Identify a contact point for the child or young person and their parent or carer.
- ☐ Provide the child or young person with information about the complaint-handling process, the likely next steps and expected timeframe.

4

#### Assess the complaint and address immediate risks

- ☐ The initial assessment of a complaint should involve the following questions being asked:
- ☐ Does the complaint raise any immediate risks to the safety or wellbeing of a child or young person or other person?
- ☐ What other issues does the complaint raise?
- ☐ What steps need to be taken to address and manage risks throughout the complaints process?
- ☐ Does the child or young person affected by the complaint (or other children involved or impacted) require any additional supports during the complaints process?

<sup>1</sup> For more information see the NSW Ombudsman complaint handling resources: <https://www.ombo.nsw.gov.au/guidance-for-agencies/effective-complaint-handling>

<sup>2</sup> Commissioner for Children and Young People, Western Australia, Are you listening? Guidelines for making complaints systems accessible and responsive to children and young people, 2013.

- ☐ What evidence needs to be immediately secured/protected/kept confidential?
- ☐ How serious, complicated or otherwise urgent are the issues raised in the complaint (from both the perspective of the complainant, involved child or young person and the organisation)?
- ☐ Are the issue/s raised within your organisation's control?
- ☐ Are the outcomes sought by the complainant viable?
- ☐ If more than one issue is raised, will they need to be separately addressed?
- ☐ What other authorities or agencies (e.g., police, health services) need to know about the issues raised by the complaint or be involved in the response?
- ☐ What type of information should the complainant be provided following your assessment?
- ☐ Is further information needed from the complainant in order to properly assess and resolve the complaint?<sup>3</sup>

If the complaint is not about something your organisation can respond to, you should ensure that the complainant is told this and (wherever possible) referred to a person or organisation that can help as quickly as possible.

## 5

### Planning the involvement of the child or young person

Once the issues raised by the complaint have been assessed, you should develop a plan for involving the affected child or young person and their parent or carer at key stages of the complaint, including when and how information will be communicated to them throughout the process and how they will be supported.

You should record your rationale for all decisions in this area. It is critical that rapport is established with the child or young person early on by those involved in the complaints process. For example, with the contact person and the person undertaking an interview with the child or young person. It should also cover how the child's parents or carer will be involved in the process.

## 6

### Resolving complaints

After assessing the complaint, plan the actions required to manage and resolve it. Wherever possible, your organisation should try to resolve complaints promptly with a complainant and—particularly where the matter is minor—as soon as possible after the complaint is made. However, where the complaint relates to a serious allegation or incident, this may not be appropriate. It is critical that you keep the complainant adequately informed about what is happening with their complaint and clarify timeframes where there are delays.

<sup>3</sup> For further information about handling complaints that require reporting to external agencies, see Guideline 2.

The more promptly a complaint is resolved, the more likely that the complainant will be satisfied and have a better regard for the organisation. Dissatisfaction tends to increase with time, especially if progress and/or reasons for delay are not communicated. During the initial assessment (noted above), you may have identified some issues that can be responded to more quickly than others. Staff should be required to keep records of any reasons for delays in responding to complaints, and any communication with the person making the complaint.

#### **To resolve the complaint:**

- ☐ work with the person making the complaint to see how the issues can be appropriately addressed
- ☐ make inquiries with the person or organisational team/unit the subject of the complaint, and/or
- ☐ conduct an investigation into the issues raised in the complaint, in cooperation with police/child protection authorities where relevant.

The nature and scope of any action taken will depend on a number of factors including:

- ☐ the circumstances of each case
- ☐ any statutory requirements
- ☐ the issue(s) complained about
- ☐ the parties involved
- ☐ the likely outcome.

More serious complaints will require an evidence-based rather than an outcome-focused approach. See Guideline 6.

## **7 Conducting an investigation**

The following steps are generally undertaken as part of an investigation:

- ☐ Action the relevant issues identified through the assessment process, starting with any immediate safety risks posed to a child, young person or class of children, and undertaking any risk management associated with the subject of complaint.
- ☐ Select the appropriate investigative approach by looking at any statutory requirements, consulting relevant external bodies (e.g. police and child protection agencies) and considering the nature of the issue or allegations raised and the likely outcome of the investigation.
- ☐ Develop an investigation plan, ensuring that, where appropriate, relevant authorities are consulted and involved in its design and implementation to ensure an organisation's actions do not compromise a police or child protection investigation.

- ☐ Obtain and protect evidence, including identifying relevant witnesses and putting the allegations to the subject of complaint at the appropriate point in time—affording them fairness.
- ☐ Analyse, assess and weight all of the evidence gathered.
- ☐ Make findings about the allegations, and explain them to the subject of complaint and the complainant.
- ☐ For more information, see **Guideline 6**.

## 8

### Provide regular updates throughout the complaints process

Let the complainant and—depending on the complainant's needs, also their family, guardian and/or support person—know what is happening with their complaint, when they can expect to hear from you and who to contact for more information or if they have questions about the process.

The frequency of updates and the nature and quantity of information provided to the complainant should be determined in accordance with their specific needs and wishes, and privacy and confidentiality obligations. For more information on providing an update see **Guidelines 1 & 3**.

## 9

### Provide the final outcome

Report final findings to the complainant, the subject of complaint and other stakeholders, considering privacy, confidentiality and procedural fairness obligations.

Explain to the complainant and the subject of complaint—using the most appropriate communication channel and putting in place any necessary supports—the key steps taken to investigate the complaint, the outcome (including the reasons for your decision), and available avenues for review and/or appeal if they are dissatisfied with the outcome and/or the complaints process. For more information on providing a final outcome see **Guideline 8**.

## 10

### Close the complaint and record the outcome

Close the complaint and keep comprehensive records about:

- ▶ how the complaint was managed
- ▶ the outcome
- ▶ any recommendations and/or outstanding actions and how they have been addressed.

It is also a good idea to make a record of any systemic issues identified. Invite people to provide feedback at the conclusion of the complaints process.

## 11

### Facilitating ongoing support for those involved in the complaint

As part of your process for finalising complaints, you should consider whether the person who made the complaint or a child or young person involved in the complaint (or their parents/carers) is likely to need or want ongoing support. This might include support you can provide within your organisation, as well as referrals that you can facilitate to other organisations where required (for example, referrals for counselling).

## 12

### Continuous improvement

In addition to making adjustments to any systems or practice weaknesses identified by a specific complaint or general feedback, organisations should have a system for collecting, maintaining and reviewing complaints data to identify any broader trends with the aim of improving service delivery/performance. Look for opportunities to communicate with people who have made complaints, and with stakeholders broadly, about any changes or improvements brought about through the handling of complaints, or review of complaint data. This helps people to see the tangible benefits from making complaints, and may help people to feel more comfortable about raising other concerns in the future.

# Appendix B

## Flowchart – Child safety reporting process within an organisation



This flowchart is adapted from the Commissioner for Children and Young People, Victoria, Flowchart: Child Safety Reporting Process, [Flowchart: Child Safety Reporting Process](#).





# Appendix C

## Complaint Record Form

You can use and adapt this template to record complaints in your organisation.

Include what is relevant to your organisation and add any other details relevant to your organisational environment.

**Date:**

**Complaint record reference:**

**Your name:**

**Position:**

**Complaint assigned to:**

**How was the complaint received (e.g. phone, email, in person):**

### Name of complainant

1. Name of child or young person involved in the complaint:
2. Name of person making the complaint [if different to above]:

3. Name of the person who the complaint was made about [if applicable]:

### Contact details:

4. Complainant contact details:

a. Address:

b. Phone number:

c. Email:

\*Preferred contact method: \_\_\_\_\_

### Details relating to the child or young person:

5. Age:

6. Gender:

7. Do they identify as Aboriginal or Torres Strait Islander?

8. Are they from a culturally and linguistically diverse background? If, yes, specify:

9. Are they in out-of-home care?

10. Do they have a disability? If, yes, provide any relevant details \_\_\_\_\_

11. Do they have communication support needs? If yes:

- ☐ Was the child or young person offered an interpreter?
- ☐ Was the child or young person offered a communication assistant?
- ☐ Was the child or young person offered a support person, advocate, family member?
- ☐ Any other supports?

12. Provide any relevant information relating to the child or young person's preferred communication methods, support needs, and involvement in the complaint-handling process:



13. If the complainant has a disability, provide any relevant details relating to their guardianship, advocacy or other decision-making arrangements (e.g. the name and contact details of any nominees authorised to receive information on their behalf):

**Details relating to the complainant (if made by an adult on behalf of the affected child or young person)**

14. Age:

15. Gender:

16. Relationship to the affected child or young person:

17. Do they identify as Aboriginal or Torres Strait Islander?

18. Are they from a culturally and linguistically diverse background? If yes, specify:

19. Do they have a disability? If, yes, provide any relevant details \_\_\_\_\_

20. Do they have communication support needs? If yes:

- ☐ Was the complainant offered an interpreter?
- ☐ Was the complainant offered a communication assistant?
- ☐ Any other supports?

21. Provide any relevant information relating to the complainant's preferred communication methods, support needs, and involvement in the complaint-handling process:

**Nature of the complaint:**

22. Complaint description (accurately record the issues, concerns, details of any witnesses, as far as possible in the child's own words):

23. What outcome to the complaint is the complainant seeking?

**Immediate risk considerations:**

24. Details of any injuries and if the child or others received medical attention:

25. Does the complaint indicate the possibility of criminal conduct? Yes/No/Unsure

26. Is a mandatory child protection report required? Yes/No

27. Does the complaint involve a reportable allegation/incident? Yes/No/Unsure

28. Is any immediate risk management action required? Yes/No

**Next steps:**

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Print name: \_\_\_\_\_

Complaint records should be meticulously and accurately maintained and securely stored in compliance with legal requirements.

