

# Child Safety and Wellbeing Complaints Process

- All of Brighton Grammar School's policies are intended to be up to date and be consistent with all relevant laws.
- Employees are expected to comply with all applicable policies.
- Various parts of the policies require managers and staff to exercise discretion, and the policies are not intended to be applied in a legalistic or prescriptive manner.
- These policies may be varied by Brighton Grammar School from time to time, at its absolute discretion.
- Brighton Grammar School is fully committed to the protection of children and young people during all School activities and environments both within and outside of School hours.
- This is a whole of school policy and there may, from time to time, be variations in different parts of the School. In such circumstances, advice will be issued by the relevant Head of School.

## Introduction

[Ministerial Order 1359](#) provides a framework for how schools action the new Child Safe Standards.

School governing authorities must ensure that their schools and school boarding premises develop and implement policies, procedures and practices to create a child-safe culture and environment required by Ministerial Order 1359.

School governing authorities have specific obligations under Ministerial Order 1359 and cannot delegate their obligations to ensure their school or school boarding premises meet the requirements of the order.

Schools must have a detailed complaint handling policy that is accessible, child-focussed, culturally safe, and easily understood by the school community, that outlines:

- The process for making a complaint about the school or any person within the school (i.e., staff, volunteers, contractors, families, children or students)
- The roles and responsibilities of leadership, staff and volunteers in complaint handling
- The process for dealing with various complaints, breaches of relevant policies or the code of conduct and obligations to act and report

## Purpose

The purpose of this policy is to outline the process in place to assist Staff, Parents, Students and Community members should they wish to raise a Child Safety and Wellbeing complaint with Brighton Grammar School or wish to escalate a concern that has been previously been made.

Any complaint regarding the safety and wellbeing of a BGS student will be taken seriously and thoughtfully, always taking in to consideration the welfare of the student. Brighton Grammar will always validate the thoughts and feelings of the student and their experiences.

The School will be transparent in its approach to the complaint at all times and ensure the student involved has a clear understanding of the process to be followed.

## **Complaints from Students**

If a student has a complaint about another student, teacher or member of the community they may use the Child Safety and Wellbeing complaints process to address their concerns.

All issues no matter how big or small will be managed. The School is open to assisting any student with any issue.

If a student has a complaint against another student they should direct their concerns in the first instance to their Class Teacher (JS), House Tutor, Head of House or Director of Students (SS) via email or conversation. A complaint or grievance against another student that attends Brighton Grammar School may be dealt with under the Student Code of Conduct and Behaviour procedures and/or the Child Safety and Wellbeing Policy and procedures.

If the complaint is regarding a BGS Staff member, the students' parents/carers, another member of the community, or the student would prefer to speak with someone other than their teacher they may submit their concern by emailing [chilfsafety@brightongrammar.vic.edu.au](mailto:chilfsafety@brightongrammar.vic.edu.au).

## **Complaints from Brighton Grammar School parents, community members or volunteers**

Brighton Grammar School takes all complaints and concerns regarding child safety and wellbeing seriously and will thoroughly and sensitively investigate all complaints and concerns. Information should be provided to the school via the House Tutor (SS) or Classroom Teacher (JS) in the first instance and as soon as practical. This can be done via email using the complaints link on the school website or via direct contact with the staff member of the school.

All complaints are treated as confidential and a matter between the parties involved.

If further consultation and assistance is required the matter may be referred to the Head of School, Director of Students, Deputy Head of School and/or School Psychologist. The School Psychologist will provide guidance on whether the complaint needs to be escalated and a mandatory report made. If this is the case, then the mandatory reporting procedure will be followed.

## **Complaint information**

Complaints can be made confidentially to the School or with full disclosure. The school will maintain full confidence of the complainant where possible in order to protect both the complainant and the students involved. The safety and wellbeing of the student is always a priority in these circumstances.

All complaint records will be kept in secure files on the School's IT Servers.

## **Further action following a complaint**

The school psychologist, in consultation with the Head of School will determine further action regarding a complaint including the need to escalate to a mandatory report. Any students involved in the complaint will be addressed with the strictest confidence. Students will be encouraged to bring a support person to any meetings involving child safety concerns.

Where appropriate the school will report back resolutions to the initial complainant.

### Further independent assistance

If the person making the initial complaint is not happy with the Schools process, is not comfortable approaching the School in the first instance or is lodging a complaint about a person directly involved in this process then they may contact the School's Whistleblower platform for a confidential disclosure



Phone: 1300 933 977

Online: <https://brightongrammar.grapevineonline.com.au>

### Documents to support this policy

- Child Safety and Wellbeing Policy
- Child Safety and Wellbeing Reporting Obligations Policy
- Mandatory Reporting template
- Whistleblower Policy
- Child Safety Complaints template
- Child Safety and Wellbeing Staff Handbook
- ELC Child Safety and Wellbeing Policy

This Policy is a controlled document. Any printing of this document is uncontrolled. Please refer to the school portal for the latest version of this policy	
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