

Child Safety Complaint Guidelines

REPORTING CHILD SAFETY RELATED COMPLAINTS OR CONCERNS

Child safety incidents or concerns can take many forms. For the purposes of this document, a “child safety related complaint or concern” includes any disclosure, allegation, suspicion, concern or report of threatening actions, assault, abuse or other harm to a student at the College.

It is critical that the broader College community tells us about all child safety concerns or incidents that occur or otherwise involve the College. This enables the College to ensure the safety and wellbeing of students and to comply with its legislative reporting obligations.

Anyone can make a child safety related complaint or report to the College in person, in writing or over the phone.

To support students in raising concerns a child-friendly version of these child-focused complaints handling processes is included in the Student Code of Conduct document and Student Code of Conduct Canvas course provided to all students.

All non child safety related complaints should be made according to the College [Complaints Handling Policy](#) and [Procedures](#)

HOW TO MAKE A COMPLAINT OR REPORT

Students at the College

Students have multiple pathways at the College to make complaints and report concerns, including child safety related concerns such as bullying, harassment, discrimination, abuse or other harm of themselves or of any other child or student.

There are no limits on how or to whom students at the College can disclose any child safety incident or concern, or make a complaint about a staff member, fellow student, member of the College Community or College Volunteer or Contractor.

Reporting in Person, By Email or in Writing

Students may report child safety incidents or concerns in person, by email or in writing to their:

- Head of House (HoH)
- Assistant Head of House (AHoH)
- Mentor

	<p>or to:</p> <ul style="list-style-type: none"> ○ Deputy Principal Students ○ Director of Regis Campus ○ Dean of Students ○ Head of Division, if a boarding student ○ a College Counsellor ○ a trusted teacher
Online Reporting	Students may also report incidents or concerns at the College using the Child Safety email address childsafety@riverview.nsw.edu.au
Other Reporting Avenues	If students are not comfortable with any of the reporting options available at the College, they may also report incidents or concerns by contacting Kids Helpline at https://kidshelpline.com.au/ or by calling 1800 55 1800
Staff and Members of the College Community	
Members of the College Community	<p>Parents/carers, family members and other community members who have child safety concerns about the College, its students, staff members or another member of the College community are asked to contact the Principal. This can be done by:</p> <ul style="list-style-type: none"> ● sending an email to the Principal ● writing a letter to the St Ignatius' College Riverview addressed to: The Principal Tambourine Bay Road Lane Cove NSW 2066 ● phoning the College on 9882 8222 and asking to speak to the Principal regarding a child safety concern <p>If the concern relates to the Principal, the concern should be addressed to the Chair of the College Board, via email</p>
Staff at the College	All Staff must follow the College's procedures for responding to and reporting child safety incidents or concerns, as outlined in the Child Safeguarding Policy and Procedures .

RESPONDING TO A CHILD SAFETY RELATED COMPLAINT OR REPORT

The College will take appropriate, prompt action in response to all child safety incidents or concerns, including allegations or disclosures of abuse or other harm, that are reported to the College.

Immediate Actions	<p>After receiving the child safeguarding related complaint, and depending on the nature of the incident, complaint, allegation or concern, the College will, where required by law or by the College child safeguarding policies and procedures, report the matter to:</p> <ul style="list-style-type: none">• the Office of Children’s Guardian• the Department of Communities and Justice (DCJ)• the Police• and/or other relevant external agencies.
Assessing Risk	<p>The College will conduct an initial risk assessment to identify and mitigate any ongoing risks to student safety and wellbeing; where an external report has been made this will be done in consultation with the Police or DCJ.</p>
Support	<p>The College will also ensure that support is offered to any students, staff members and family members impacted by the incident, concern or complaint. In particular, the College ensures that those impacted by the complaint or incident are informed about advocacy and support services that may be available to assist them.</p>

INVESTIGATION OF REPORTS OR COMPLAINTS

Any report or incident meeting the required relevant thresholds will be reported to the appropriate external authority, and the external authority’s investigation takes precedence. The College will take steps to ensure the safety of any student/s involved, however the College’s investigation will only proceed once permission has been given.

The Principal will follow the applicable College policy and procedures for these investigations.

All internal investigations:

- follow the National Office of Child Safety’s *Complaint Handling Guide: Upholding the Rights of Children and Young People*.

- uphold the principles of procedural fairness and confidentiality – information is only shared with those who need to know.

Please refer to the following College policies for further detail:

- Student Code of Conduct
- Staff Code of Conduct
- Child Safeguarding Policy
- Child Safeguarding Procedures
- Complaints Handling Policy and Procedures

RECORD KEEPING

Records are kept at each step of the process, including:

- reports or complaints made
- records received or created during investigations (such as notes of interviews and documents received)
- records of findings
- records of actions proposed and taken

All records are kept in a safe and secure location in line with the College Privacy Policy and Data Protection Policy.

APPEALS AND REVIEWS

<p>Internal Reviews</p>	<p>Any member of the College community involved in the child safeguarding related complaint and not satisfied with an internal investigation or its outcome may request an internal review of:</p> <ul style="list-style-type: none"> ● the procedures undertaken ● findings made ● disciplinary actions proposed or taken; and/or ● other outcomes (including a decision not to make a finding or to take disciplinary or other action). <p>Requests for internal reviews should be made to the Principal.</p>
<p>Appeals Involving External Authorities</p>	<p>Appeals against the findings of a child safety investigation conducted by the College where external authorities have been involved may be addressed to the Office of Children’s Guardian (OCG).</p>

CONFIDENTIALITY

Sharing Information with Parents/Carers of Students Involved

The College recognises parents / carers have a legitimate interest in being informed:

- when their child is an alleged victim of a child safety related complaint or concern, and of the nature of the incident, complaint or allegation
- of the process, progress and findings of any investigation, and of any action that might be taken after the investigation is completed

However special issues may arise that require an adjustment to normal information sharing practices. Legal impediments may impact:

- the timeliness of disclosing information
- the type or amount of information that is disclosed, and
- to whom the information is disclosed

particularly in the case of incidents or allegations against the parent / carer or staff misconduct and reportable conduct.

Sharing Information With the Wider College Community

The College takes great care to assess the relevance and appropriateness of sharing information about a child safety incident, concern or complaint, before providing any information about it to the wider College community. This is in recognition that even the confirmation of an incident or allegation can lead to the identification of those directly involved and directly impacted.

Information that may identify the victim of the incident, concern or complaint will not be shared with the wider College community without the consent of the victim and/or their parent/carer.

The College will consult with any relevant external agencies (such as DCJ or Police) to determine when, what and by whom information can be shared, where appropriate and required.

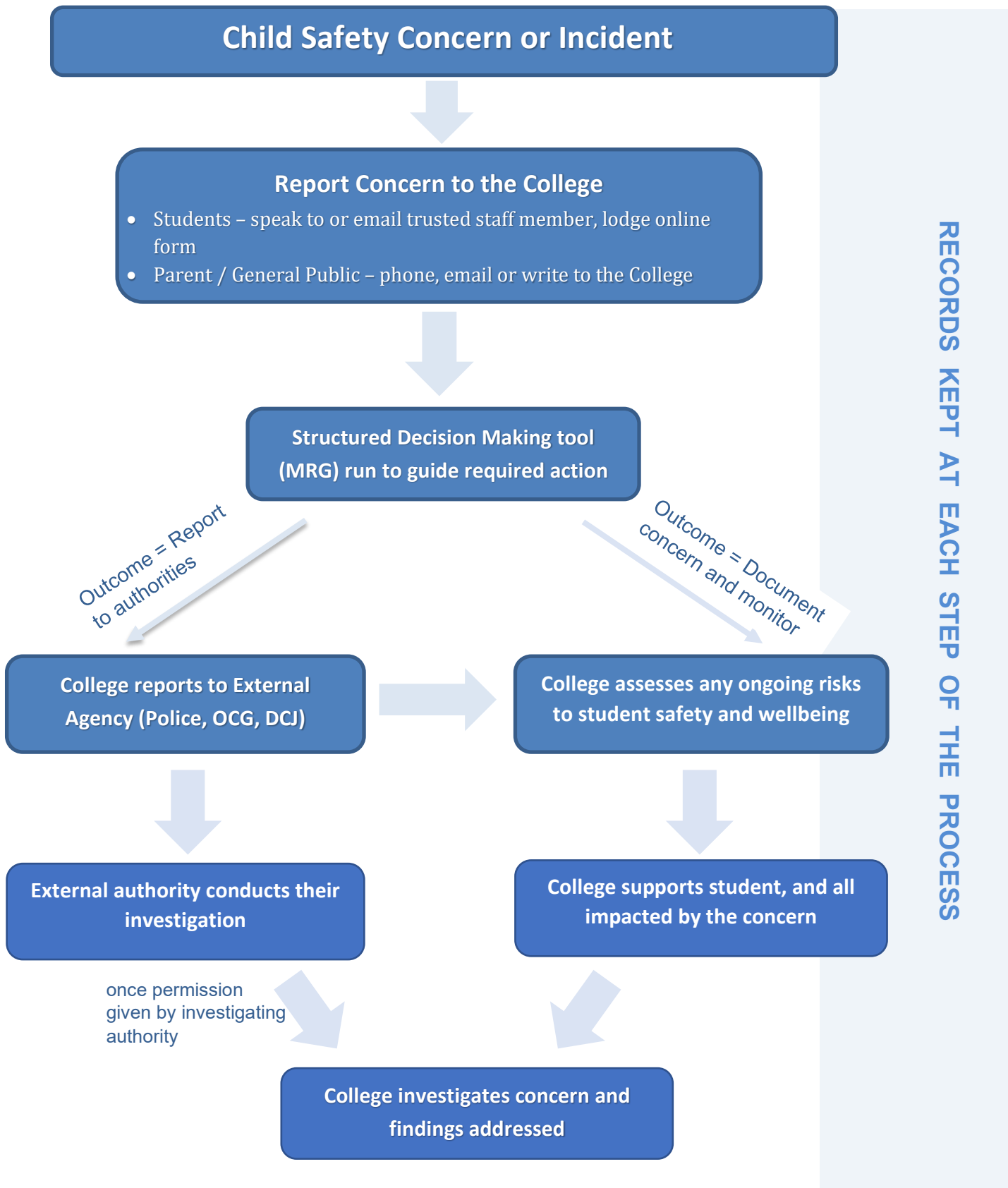
COLLEGE RESPONSIBILITIES

The College will:

- report all matters that meet the required relevant thresholds to Department Communities and Justice (Mandatory Reports), the Police (Mandatory Reporting of Child Abuse Offences), and/or the Office of the Children's Guardian (Reportable Conduct), depending on the issues raised

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| | <ul style="list-style-type: none">● fully cooperate with any resulting investigation by an external agency● protect any student connected to the child safety incident or concern until it is resolved, and provide ongoing support to those affected● take particular measures in response to child safety incidents or concerns about a First Nations student, a student from a culturally and linguistically diverse background, a student with disability, and other vulnerable students (such as students who are unable to live at home or students who identify as lesbian, gay, bisexual, transgender or intersex)● share information with, or request information from, external people or agencies as permitted or required under the law● secure and retain records of the child safety incident or concern and the College's response to it● educate staff and students about complaint processes at the College● take broader actions to improve child safety at the College (including systematic reviews and resulting improvements) |
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APPENDIX 1.0 Reporting Process Flowchart



Accountabilities	
Responsible Officer	Chief Risk Officer
Contact Officer	Deputy Principal Students (Senior Campus) Director of Regis (Regis Campus)
Supporting Information	
Relevant Legislation	<p>This Policy supports the College's compliance with the following legislation and instruments:</p> <ul style="list-style-type: none"> / Children and Young Persons (Care and Protection Act) 1998 (NSW) (Care and Protection Act) <ul style="list-style-type: none"> o Section 23 of the Care and Protection Act / Crimes Act 1900 (NSW) / Children's Guardian Act 2019 (NSW) (Children's Guardian Act) / NSW Child Safe Standards, Standard 6 / National Principles for Child Safe Organisations, Principle 6 / Education Act 1990 (NSW), section 47(1)(g)
Relevant Documents	<p><i>The Child Safe Standards</i>, NSW Office of the Children's Guardian, MSW Government 2020 https://ocg.nsw.gov.au/sites/default/files/2021-12/g_CSS_GuidetotheStandards.pdf</p> <p>Complaint Handling Guide: Upholding the rights of children and young people</p> <p><i>Why we have Child Safe Standards</i> https://ocg.nsw.gov.au/child-safe-scheme/why-we-have-child-safe-standards</p>
Relevant College Policies	<p>The following policies of the College must be considered in relation to:</p> <ul style="list-style-type: none"> / Child Safeguarding Policy / Child Safeguarding Procedures / Complaints Handling Policy and Procedures / Privacy Policy / Staff Code of Conduct / Student Code of Conduct
Related Procedures	<ul style="list-style-type: none"> / Complaints Handling Procedures
Superseded Documents	Nil

Definitions and Acronyms

Child Safety-Related Complaint	<p>For the purposes of this Policy, a “child safety-related complaint” includes any disclosure, allegation, suspicion, concern or internal report of:</p> <ul style="list-style-type: none"> ● a breach of the College’s Child Safety Codes of Conduct ● a child safety incident or concern alleged to have occurred, be occurring or be at risk of occurring at school or a College event ● Reportable Conduct ● other staff misconduct (such as a procedural breach of the Child Safety Program) ● any complaint about the College’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 or Concerns.
Complaint	<p>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.</p> <p>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.</p>

Revision History

Version	Approved by	Approval date	Effective date	Sections modified
1.0	Chief Risk Officer	May 2023	May 2023	