



Complaints and Compliments Handling Policy and Procedure

PURPOSE

Ballarat Grammar is committed to ensuring that all complaints and compliments from students, parents, staff, exchange students, international students, and community members are addressed in an efficient, effective, respectful, and culturally safe manner. The school acknowledges the right of all stakeholders to provide feedback and ensures that complaints are managed in a way that promotes transparency, accountability and continuous improvement.

Ballarat Grammar is committed to ensuring that student, parent, employee, and other stakeholder complaints and compliments are dealt with in an efficient, effective and responsive way which reflects the school's values. The school acknowledges that all students (including international students, boarding and exchange students), parents, employees, volunteers, third party providers and other stakeholders have the right to complain when they are dissatisfied.

Ballarat Grammar recognises that:

- Effective handling of complaints and compliments can lead to improved student outcomes and the quality of educational services.
- Efficient handling of complaints can enhance the parent – student – community partnership.
- Sensitive handling of complaints can impact positively on public perceptions of Ballarat Grammar.
- Careful complaint handling should reinforce staff trust in the management of the school.
- Effective handling of complaints can continually improve the school's internal systems and controls.
- Communication regarding compliments can ensure the school and its staff and volunteers are aware of areas that they are doing well in.

SCOPE

This procedure applies to all members of the Ballarat Grammar community including:

- Students (day, boarding, exchange and international)
- Parents and carers
- Staff (teaching and non-teaching)
- Volunteers
- Contractors and service providers
- Members of the broader School community

It covers:

- Informal and formal complaints related to any aspects of:
 - The school's operations, services, programs
 - Staff and volunteer conduct
 - Student wellbeing.
- Complaints or concerns in regard to child safety.
- Compliments and positive feedback directed to staff, programs, services, or the school generally.
- Complaints or compliments arising in all settings of the School, including the Centre for Early Education(CEEEd), Junior, Middle and Senior Schools, boarding, co-curricular programs, and off-campus activities (e.g. camps, exchanges).



- Feedback relevant to the safety and wellbeing of children and young people in alignment with the Child Safe Standards and VRQA Minimum Standards.

POLICY STATEMENT

Ballarat Grammar is committed to providing high-quality education in a safe, supportive, and respectful environment for all students, staff, parents, and members of the school community. We acknowledge that, at times, concerns or complaints may arise, and we are committed to addressing them promptly, and respectfully.

DEFINITIONS

Term	Definition
<i>Complainant</i>	The individual/s making the complaint.
<i>Complaint</i>	Includes any concern raised by a student, parent/caregiver, staff member, volunteer, contractor or any other member of the wider School community or the public about the School's services or operations or in regard to the conduct of a student, staff, volunteer or member of the school community.
<i>Compliment</i>	Includes any expression of praise, encouragement or gratitude directed towards the School, its staff of students, or any of its services or operations.
<i>DE</i>	Department of Education (Victoria)
<i>DoE</i>	Department of Education (Australia)
<i>Heads of School</i>	Head of Early Learning, Head of Junior School, Head of Middle School, Head of Senior School
<i>Informal complaint</i>	An informal complaint is typically less serious in nature than a formal complaint. It can arise from a stakeholder (e.g. a parent) having a contrary view to the school or a school decision. These complaints will generally not require a formal investigation.
<i>Notifiable complaint</i>	A complaint alleging that a serious incident has occurred while the child is educated and cared for or complaints alleging that the Law has been contravened (National Law: Section 174(2)(b)). Any complaint of this nature must be reported by the approved provider to DE within 24 hours of the complaint being made. Notifications should be made to the regulatory authority (DE) through the NQA IT System. If this is not practicable, the notification can be made initially in whatever way is best in the circumstances.
<i>Sexual Harassment</i>	Sexual harassment is unwelcome conduct of a sexual nature towards another person which could reasonably be expected to make that other person feels offended, humiliated or intimidated. A single incident is enough to be considered sexual harassment; it does not have to be repeated behaviour.
<i>Student</i>	Includes day students, boarding students, exchange students and international students.
<i>Support Person</i>	A person who accompanies a complainant during any stage of the procedure. May be internal or external to the School and should not be acting in a legal capacity. All parties have the right to a support person during any stage of the complaints process. The support person may be internal or external to the School and should not be legally trained, or if they are, not be acting in any legal capacity to represent them during the complaint process. A support person is primarily an observer and may speak where invited to do so by the person responsible for conducting the relevant meeting or discussion, or with the express consent of the student. If a student identifies as Aboriginal or Torres Strait Islander, they have the right to an appropriate cultural support person as an additional advocate.



VRQA	Victorian Registration and Qualifications Authority
Whispli	A digital application for anonymous reporting, providing students a confidential communication channel to share concerns or incidents they may experience or witness. Whispli is monitored by Senior Pastoral Care Staff.

PROCEDURE

This procedure sets out a clear and transparent process for raising, managing, and resolving complaints. It ensures that all parties are treated with dignity and respect, and that concerns are handled in a timely, impartial, and confidential manner. The school values feedback as an important tool for improvement and encourages open, honest communication to support a positive and inclusive school culture.

This procedure does not prohibit or discourage school staff or volunteers from reporting a complaint or concern relating to child abuse to a person external to the school or prohibit school staff or volunteers from making records in relation to a complaint or concern relating to child abuse. It is never the victim's responsibility to inform the police or other authorities of an allegation relating to child abuse.

This procedure is not intended to replace specific mechanisms that exist for reportable conduct, mandatory reporting, or whistleblower disclosures, which are addressed under separate governance documents. Fulfilling the roles and responsibilities in this procedure does not displace or discharge any other obligations that arise if a person reasonably believes that a child is at risk of child abuse.

General

- The school acknowledges that these procedures may not be appropriate in every circumstance and maintains the discretion to apply a different process if it is more appropriate to the situation.
- Parents and/or students may each raise concerns or issues directly with the school. All matters raised will be treated equally, respectfully, and in accordance with the school's policies and procedures.
- Ballarat Grammar ensures recordkeeping, reporting, privacy and employment law obligations will be met when responding to complaints and concerns.
- Child safety complaints include complaints or concerns regarding all forms of child abuse including:
 - Physical child abuse
 - Sexual child abuse
 - Grooming
 - Emotional child abuse
 - Family violence
 - Neglect.

There are legal obligations on all adults to report sexual child abuse to Police once a reasonable belief is formed that a sexual offence has been committed against a child under the age of 16 years. Failure to disclose a sexual offence against a child is a criminal offence under section 327 of the Crimes Act 1958 (Vic.) and applies to all adults (18 years of age and over, whether in Victoria or elsewhere) 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. 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.



All students and parents/guardians/carers and staff can raise student safety concerns, including child-safety issues, by:

- Submitting an anonymous report via the Whispli app.
- Speaking with a trusted staff member such as a Student Safeguarding Officer, Head of School, Head of House, Mentor, Homeroom Teacher or Classroom Teacher.
- Contacting the Principal directly by phone or email on Principal@bgs.vic.edu.au.
- Emailing complaints@bgs.vic.edu.au or studentsafety@bgs.vic.edu.au.

In the event the complaint relates to the Principal, the Chair of the School Board can be contacted on Board@bgs.vic.edu.au. All child-safety concerns are reviewed in accordance with the School's Student Safety Program and the procedures set out in this document. The procedure for students, parents/guardians and members of the school community to raise complaints other than those regarding child safety is as follows:

- Complaints in relation to International Students can be made to the School's Student Safeguarding Officer or complaints@bgs.vic.edu.au.
- Complaints in relation to curriculum issues should be discussed with the relevant Head of Teaching, Learning and Innovation in the first instance via email and can then be referred to the Principal. Complaints in relation to pastoral care matters should be discussed with the relevant Head of Student Wellbeing.
- All other complaints can be made to complaints@bgs.vic.edu.au.

It is important to note that:

- Cultural sensitivity will be applied when reviewing and addressing complaints in regard to students, staff or volunteers.
- Anonymous complaints might not be pursued if the school is unable to identify the subject of the complaint and persons involved and lack sufficient detail to enable investigation or resolution of the matter. This is because it can be challenging for the school to have the relevant information to effectively follow up the complaint. Where possible, the school will endeavour to pursue all avenues available especially in cases where child safety or safety of another person within the school community is compromised.
- Any complaints made by parents should not adversely affect their children.
- Complaints made by students should not adversely affect the complainant. The school will act to protect any student who raises a complaint and/or is affected the complaint or concern.

The school recognises that the essential elements of effective complaints handling are as follows:

- Fairness – the need to be fair, impartial, confidential and transparent.
- Accessibility – the community must be aware of process and procedures must be accessible to all.
- Efficiency – complaints must be dealt with promptly and courteously.
- Responsiveness – response to the complainant should be clear and informative, indicating a capacity to implement remedies.
- Data collection – appropriate systemic recording of complaints and their outcomes.

All complaints and relevant details (including date of complaint and method of communication, contact details of complainant, nature of complaint, staff handling the issue and any resolution actions taken including date resolved) are recorded in the school's Complaints Register managed by the School's Deputy Principal, with the Heads of School also notified. This register will be securely stored and access to information within this register will be granted on a role based and need to know basis.

The school will commence assessment of the complaint or appeal within ten (10) working days and finalise the outcome as soon as practical. The complaints resolution procedures at Ballarat Grammar are as follows:





- Informal complaints: After receiving the complaint the school will acknowledge the complainant's email/complaint within two working days and follow the procedure outlined within **Appendix B**.
- Formal complaints: In the event of a formal complaint, Ballarat Grammar has developed and maintains a fair, effective and efficient complaint handling procedure. The school will in all cases ensure the confidentiality of the complaints process including all parties involved and make sure the complainant is not victimised as a result of the complaint being made. After receiving a formal complaint, the school will acknowledge receipt of the complaint within two working days and follow the procedure outlined within **Appendix C**.
- The school will take into consideration and offer support to the complainant and/or their support person as required which consider any individual circumstance including but not limited to any language barrier or time difference for exchange or international students. Supports may include but not be limited to offering online platforms, outside of working hours meeting times, cultural support person or interpreters.
- Where a complaint is made by an exchange student, either incoming/external or outgoing/internal, in addition to the procedures set out for informal and formal complaints:
 - The school will ensure the exchange student is provided an opportunity to formally present their case in writing or in person at no cost and be accompanied by a support person at any relevant meetings.
 - An exchange student can contact VRQA if they or their parent or guardian is concerned about the conduct of the School as a Student Exchange Organisation.
 - They should be aware that the complaints handling process described in this procedure does not prevent an exchange student from exercising the student's rights to other legal avenues.

Depending on the nature of the complaint, the Centre for Early Education may be required to make additional steps.

- When a complaint has been assessed as 'notifiable', the School must notify the DE of the complaint. The School will investigate the complaint and take any actions deemed necessary, in addition to responding to requests from and assisting with any investigation by the DE.
- There may be occasions when the complainant reports the complaint directly to the DE. If the DE then notifies the School about a complaint they have received, the School will still have responsibility for investigating and dealing with the complaint as outlined in this procedure, in addition to co-operating with any investigation by the DE.
- The DE will investigate all complaints it receives about the CEE where it is alleged that the health, safety or wellbeing of any child within the CEE may have been compromised, or that there may have been a contravention of the *Education and Care Services National Law Act 2010* and the *Education and Care Services National Regulations 2011*.

These additional requirements for CEE are noted within **Appendix D**.

Outcomes of complaints will vary depending on the circumstance and nature of complaint. Potential outcomes to grievances can include but are not limited to:

- Either a written or verbal apology
- Mediation with an internal or external mediator
- Official warning
- Disciplinary action
- Restorative practices
- Community Service
- Behavioural or support contract/plan (in case of a student)
- Pastoral or spiritual care
- Change in policy or procedure.



Discriminatory & Sexual Harassment

Ballarat Grammar is committed to providing a safe, inclusive and respectful environment, which is free from sexual harassment. Sexual harassment will not be tolerated by the school under any circumstances. Sexual harassment is unlawful under the Sex Discrimination Act 1984 (Cth) and the Equal Opportunity Act 2010 (Vic).

To report sexual harassment at Ballarat Grammar or seek support, staff can contact the Principal or line manager or the Conduct and Integrity Division on [03 7034 6768](tel:0370346768). [Workplace Contact Officers \(WCOs\)](#) are a good point of contact to find out who is best to talk to for your situation.

At all times throughout the investigations and complaints process, the complainant is required to abide by the [Community Code of Conduct](#) in their interactions with the School, staff and investigatory bodies.

Roles and Responsibilities

- The Board
 - Ensures that there are adequate mechanisms to deal with complaints about any aspect of the school in an open, transparent and timely manner.
 - Ensures that the complaints handling mechanism provides monitoring data for management of all aspects of the school including, if required, the Board.
- The Principal
 - Makes students, staff and parents aware of the school's complaints procedure and grievance resolution process.
 - Ensure complaints and concerns especially relating to child abuse are taken seriously and managed promptly and thoroughly.
 - Encourages reporting of practices which are illegal, unethical, improper or unsafe, providing appropriate protection for a person making any such report.
 - Monitor overall compliance of the school in following this procedure.
- Staff and volunteers
 - Must follow the procedures laid out within this policy when:
 - They receive a complaint
 - Become aware of concerns relating to child abuse
 - Must not make judgement in relation to the truth of a complaint regarding child abuse.
 - Report allegations, suspicions or disclosures to relevant authorities, regardless of whether there is a legal obligation to report.

All staff, volunteers and leadership are responsible to act and report on complaints and concerns relating to child abuse including:

- Ensuring that the complaint or concern is taken seriously.
- Promptly and thoroughly managing the response of the school.
- Responding appropriately to a child or student who raises or is affected by the complaint or concern.
- Monitoring overall compliance of the school.
- Managing an alternative procedure for responding to the complaint or concern if any person allocated responsibility cannot perform their role.
- Make, secure, and retain records of the complaint or concern and the response of the school
- Report allegations, suspicions or disclosures to relevant authorities, regardless of whether there is a legal obligation to report.
- Protecting the rights and safety of any child or student connected to the complaint or concern relating to child abuse until the complaint or concern is resolved



COMPLAINT ESCALATION

Complainants, at any time, can seek assistance or make a complaint with another entity/ body. The complainant has the right to seek alternative or independent advice. Complaints can be escalated to the entities listed below:

Victorian Registration and Qualifications Authority (VRQA)

You have two options to submit your complaint:

1. Complete the online form
2. Send a letter:

Manager, Complaints Unit VRQA

GPO Box 2317

MELBOURNE VIC 3001

Phone: +61 3 9637 2806

Email: vrqa@education.vic.gov.au

Victorian Curriculum Assessment Authority

Executive Director, Curriculum Division Victorian Curriculum and Assessment Authority Level 7, 2 Lonsdale Street
MELBOURNE VIC 3000

Ombudsman Victoria

Level 2, 570 Bourke Street

MELBOURNE VIC 3000

+61 3 9613 6222

Commonwealth Ombudsman - Overseas Students

You can make a complaint online by using their online complaint form, or by telephone, 9am to 5pm Monday to Friday. In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates). Outside Australia, call +61 2 6276 011.

REVIEW

Ballarat Grammar is committed to the continuous review and improvement of all its operations, including this procedure (*please refer to the Office Use Only section for specific review dates*). It is the responsibility of the Deputy Principal to regularly monitor and review the effectiveness of the Complaints and Compliments Handling Procedure, ensure it is working in practice and revise the document when required and after any related significant incident.

GOVERNANCE DOCUMENT RESPONSIBILITIES AND COMMUNICATIONS

All documentation within the Governance Framework will be communicated throughout the School including, but not limited to, internal communications such as Nexus posts, staff emails, staff inductions and documentation distribution.

Document Owners are responsible for identifying and managing information-related risks and issues for their assigned information entities and for escalating these to Approval Authorities accordingly. Owners of Governance Documents are accountable for their respective procedures, manuals and work instructions in alignment with their position descriptions.



Office Use Only

Document Control / History	
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Document Owner / Responsible Officer	Principal
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History	August 2025- Amended as part of Independent Policy Review December 2025- Amended to include further external avenues April 2026 – Amended to update internal BGS procedures and include CEE

Supporting Documents
- CGS-001 - Corporate Governance & Sovereign Risk Policy - CGS-015 – Whistleblower Procedure - IDG-003 – Privacy Policy

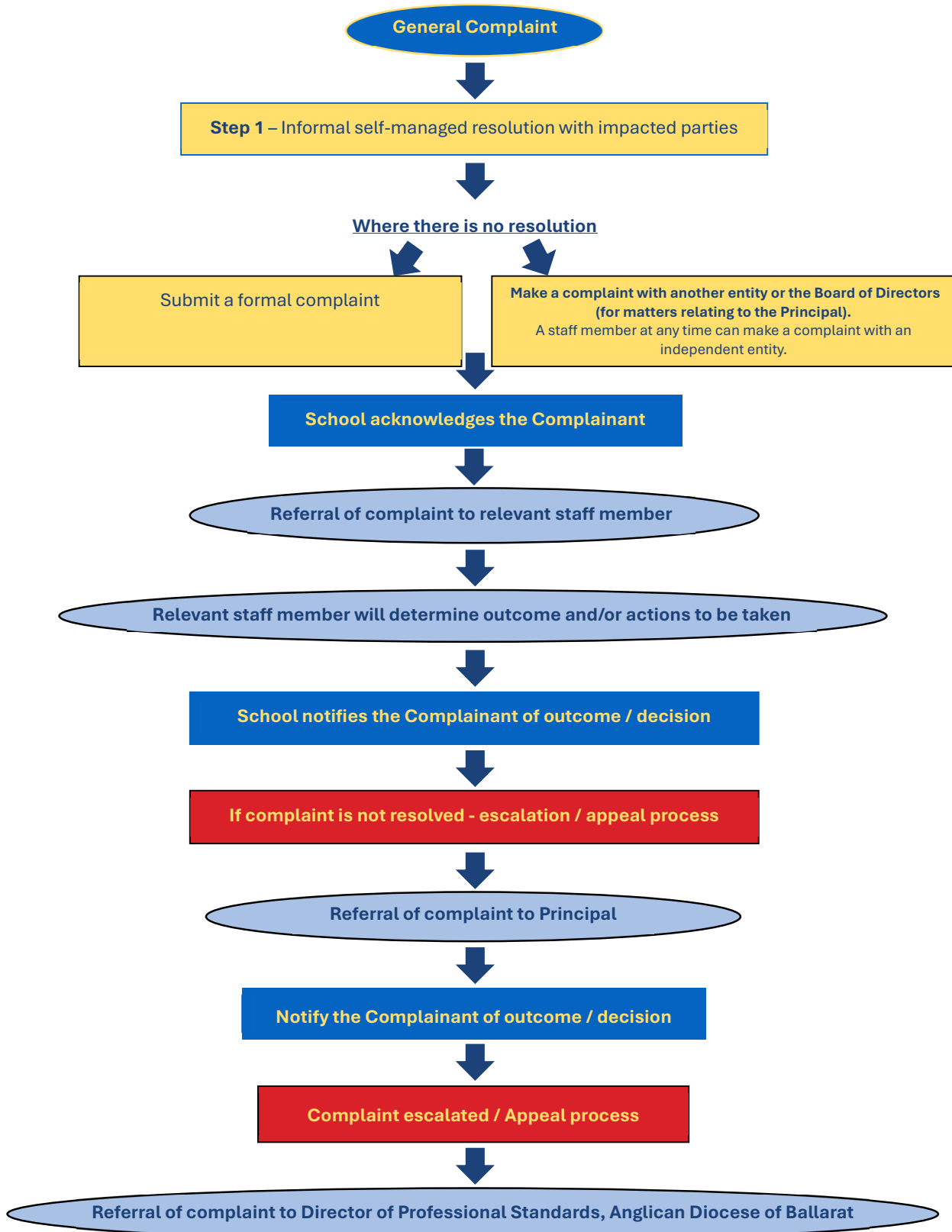
Student Lifecycle / Pillars / Values / IDEALS / IB PYP Attributes					
Student Lifecycle	Student Lifecycle Subsection	Pillars	Values	IDEALS	IB PYP Attributes
- Student Recruitment - Delivery of Education Programs - Graduation & Community	- Marketing & Advertising - Enrolments & Offers - Finance - Teaching & Learning - Assessment - Experiences - Careers / Work Experience - Graduation - Old Grammarians / Alumni	- Governance & Leadership - Legislative & Regulatory Compliance - Complaints & Compliments - People & Culture - Finance - Community Engagement / Foundation - Property & Maintenance	- Integrity - Aspiration - Courage - Compassion - Responsibility - Hope	- Internationalism - Democracy - Environmentalism - Adventure - Leadership - Service	- Inquirers - Knowledgeable - Thinkers - Communicators - Principled - Open Minded - Caring - Risk Takers - Balanced - Reflective

Legislative Context
- Charter of Human Rights and Responsibilities Act 2006 (Vic) - Children, Youth and Families Act 2005 (Vic) - Education & Care Service National Law Act 2010 Education and Care Services National Law Act 2010 legislation.vic.gov.au - Education & Care Services National Regulations 2011 - National Quality Standard, Quality Area 7: Governance and Leadership - National Code of Practice for Providers of Education & Training to Overseas Students 2018 (National Code 2018) Federal Register of Legislation - National Code of Practice for Providers of Education and Training to Overseas Students 2018 - Privacy Act 1988 (Cth) - Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth) - Privacy Amendment (Notifiable Data Breaches) Act 2017 (Cth) - Privacy and Data Protection Act 2014 (Vic) - Privacy Regulations 2013(Cth)

Regulatory Context				
VRQA	CRICOS / National Code / ESOS Act	ACECQA / Department of Education	International Baccalaureate	Other
VRQA Minimum Standards 2.2; 3,6; 5.1; 9.1; 11.1	National Code of Practice for Providers of Education & Training to Overseas Students 2018 (National Code 2018) – Standard 5, 6, 8	- Education & Care Service National Law Act 2010 - Education & Care Services National Regulations 2011 - Child Safe Standards (ECEC settings)	- IB Learner Profile – Principled, Caring, Open-Minded - School Community Engagement	



Appendix A – Summary of Complaints Procedure





Appendix B – Informal Complaints Procedure

	Actions	Responsibility	Steps
A	Informal complaint identified	Complainant	In the first instance, Ballarat Grammar requests that there is an attempt to resolve an issue informally. Often, a telephone call or email contact can clarify matters to the point where mutual understanding is sufficient to resolve an issue.
B	Contact made via phone - Reception (5338 0700), Admissions (5338 0830), or the CEE front desk (5338 0896)	Reception	The receiver will determine who is the best person for the complainant to be directed to in order to discuss concerns.
C	Contact made via email to individual staff member	Receiver of email	The receiver will communicate directly with the complainant and discuss their concerns.



Appendix C – Formal Complaints Procedure

	Actions	Responsibility	Steps
A	Complaint lodged	Complainant	- If a complainant is unable to resolve a matter informally, or informal resolution is not appropriate in the circumstances, they may submit a formal complaint. - The complaint must clearly set out: - details of the concern or issues which the complainant wishes to raise, including relevant actions, dates and persons concerned; - what steps (if any) that the complainant has taken to attempt to resolve the concern; - the outcome which the complainant is seeking; and - all relevant documents/attachments. - Written complaints or appeals are to be lodged with the Head of Senior School, Head of Middle School, Head of Junior School or the Director of CEE at 201 Forest Street, Wendouree Victoria 3355 or to complaints@bgs.vic.edu. The Principal will be advised of the complaint. - Written complaints or appeals relating to the Principal should be lodged directly with the Board at Board@bgs.vic.edu.au
B	Complaint acknowledged	- Deputy Principal - The Chair of the Board	Within 3 working days of the submission of a formal complaint, the School or where appropriate, the Board, will acknowledge the complaint and advise who the complaint has been referred to.
C	Complaint response	- Relevant staff member - The Chair of the Board	- The relevant staff member or Board of Director may take such steps that they believe may assist in resolving the concern. The steps may include: - meeting or talking with the complainant and/or other persons referred to in the complaint; - gathering information relevant to the complaint; - referring the complaint to another staff member who can assist to resolve the complaint; - consulting with subject matter experts - The process of this grievance procedure is confidential, and any complaints or appeals are a matter between the parties concerned and



			those directly involved in the complaints handling process. Complainants may be accompanied and assisted by a support person at all relevant meetings.
D	Complaint outcome	- Relevant staff member - Deputy Principal - The Chair of the Board	Once a decision has been made regarding the complaint or appeal, the complainant will be informed in writing of the outcome and the reasons for the outcome. Privacy laws may prohibit sharing information regarding specific action taken against any person against whom the complaint has been raised.
E	Complainant opportunity for appeal	- Complainant - Principal	A complainant not satisfied with a decision regarding a complaint may appeal to the Principal or in matters relating to the Principal an external appeal may be lodged.
F	External Appeals	Complainant not satisfied with the decision regarding the complaint	- If a complainant is unable to resolve a complaint following reasonable attempts to resolve an issue with the School, they may lodge an appeal to: The Director of Professional Standards, Anglican Diocese of Ballarat via email – dps@ballaratanglican.org.au or phone – 1800 377 842. - Ballarat Grammar is committed to respecting decisions from this agency and taking any corrective action required. The complainant will be informed in writing of the outcome, and a copy of all documentation will be kept on file.



Appendix D – Responsibilities within CEEd

FOR CHILDREN – HOW TO MAKE A COMPLAINT



01 - You feel unsafe, concerned or worried

You should always feel safe and have the right to be heard.



02- Talk to a trusted adult

Like a parent, friend, carer, or teacher, they can help you make a complaint.



03- Say or draw why you feel unsafe, concerned or worried

- What happened
- How the problem has made you feel
- What would help fix it



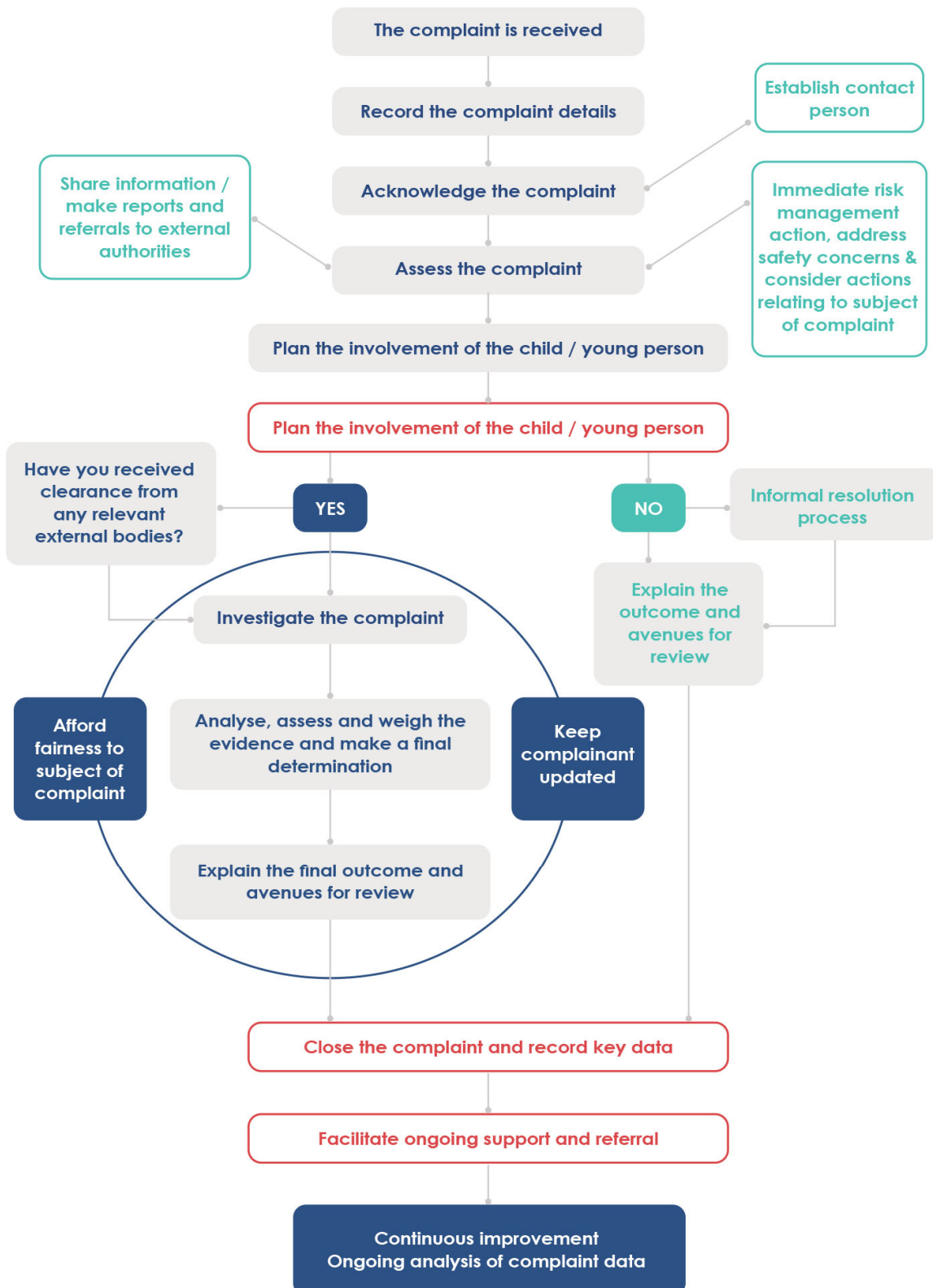
04- What happens next

My trusted adult will tell me:

- Who will be told about the complaint
- Who will get back to me
- How long will it take
- When the complaint process is all finished



EARLY EDUCATION COMPLAINT HANDLING FLOW CHART





CEEd RESPONSIBILITIES

Responsibilities	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	Early childhood teacher, educators and all other staff	Parents/guardians	Contractors, volunteers and students
R indicates legislation requirement					
Being familiar with the <i>Education and Care Services National Law Act 2010</i> and the <i>Education and Care Services National Regulations 2011</i> , service policies, constitution, and procedures	R	√	√	√	√
Acknowledge compliments and thank complementor for their interest and feedback	√	√			
Save compliments and sharing with relevant parties	√	√			
Ensuring that compliments and complaints are monitored and used to continually improve the quality of the service	R	√			
Identifying, preventing and addressing potential concerns before they become formal complaint	R	√	√		√
Ensuring that the name and telephone number of the responsible person (<i>refer to Staffing Policy</i>) to whom complaints may be addressed are displayed prominently at the main entrance of the service (<i>National Law: Section 172, Regulation 173(2)(b)</i>)	R	√			
Ensuring that the address and telephone number of the Authorised Officer at the DE regional office are displayed prominently at the main entrance of the service (<i>Regulation 173(2)(e)</i>)	R	√			
Advising parents/guardians and any other new members of CEEd of the <i>Compliments and Complaints policy</i> and procedures upon enrolment	R	√			
Advising parents/guardians and any other new members of CEEd of the <i>Compliments and Complaints policy</i> and procedures upon enrolment	R	√			
Ensuring complaints are taken seriously, and responded to promptly and thoroughly	R	√			
Ensuring the complaints processes is child focused, understood broadly (including by children, their families, staff and volunteers), culturally safe and compliant with privacy laws, reporting obligations and employment law	R	√			
Ensuring educators, staff, volunteers and students are well informed about their child protection responsibilities and reporting and privacy obligations	R	R	√		√
Ensuring educators, staff, volunteers and students are well informed about the different ways children express concerns or distress and disclose harm, as well as processes for responding to disclosures from children	R	R	√		√
Ensuring that the management of a complaint that alleges a child is exhibiting harmful sexual behaviours is child focused, culturally safe and compliant with privacy laws, reporting obligations and employment law	R	√			
Ensuring that children have access to age-appropriate information, support and complaints processes in ways that are culturally safe, accessible and easy to understand	R	√	√		√



Ensuring barriers for all children to complain are removed and reasonable adjustments are made to meet their needs.	√	√	√		
Ensuring that this policy is available for inspection at the service at all times (<i>Regulation 171</i>)	R	√			
Ensuring the complaint-handling system is easily understood by children, families, staff and volunteers and are culturally safe	√	√	√		
Ensuring there are a various way for children to make complaints are made available based on their feedback about how they prefer to communicate	√	√	√		
Being aware of, and committed to, the principles of communicating and sharing information with service employees, members and volunteers	R	√			
Responding to all complaints in the most appropriate manner and at the earliest opportunity	R	√	√		√
Treating all complainants fairly and equitably	R	√	√		
Discussing minor complaints directly with the party involved as a first step towards resolution (the parties are encouraged to discuss the matter professionally and openly work together to achieve a desired outcome)	R	√	√	√	
Communicating (preferably in writing) any concerns or compliments relating to the management or operation of the service as soon as is practicable		√	√	√	√
Providing a Complaints Register and ensuring that staff record complaints along with outcomes	R	√			
Providing information as requested by the approved provider e.g. written reports relating to the complaint		√	√	√	√
Notifying the approved provider if the complaint is a notifiable complaint (<i>refer to Definitions</i>) or is unable to be resolved appropriately in a timely manner		√	√	√	√
Complying with the service's <i>Privacy and Confidentiality Policy</i> at all times (<i>Regulations 181, 183</i>)	R	√	√	√	√
Establishing a Complaints Subcommittee or appointing an investigator to investigate and resolve complaints as required as determined through establish processes.	√	√			
Referring notifiable complaints (<i>refer to Definitions</i>), or complaints that are unable to be resolved appropriately and in a timely manner to the Complaints Subcommittee/investigator	√	√			
Co-operating with requests to meet with the Complaints Subcommittee and/or provide relevant information when requested in relation to complaints	√	√	√	√	√
Informing DE in writing within 24 hours of any complaints alleging that a serious incident (<i>refer to Definitions</i>) has occurred at the service or that the Education and Care Services National Law has been breached (<i>National Law: Section 174, Regulation 176(2)(b)</i>)	R	R			
Working co-operatively with the approved provider and DE in any investigations related to complaints about CEE, its programs or staff.	√	√	√	√	√
Receiving recommendations from the Complaints Subcommittee/investigator and taking appropriate action	√	√			
Analysing complaints, concerns and safety incidents to identify causes and systemic failures to inform continuous improvement	√	√			
Maintaining professionalism and integrity at all times (<i>refer to Code of Conduct policy</i>)	√	√	√		√
Regularly reviewing the policy and procedures to ensure serious incidents and complaints are investigated promptly, fairly and thoroughly	√	√			
Seeking input from children on the design, implementation and ongoing improvement of the complaint-handling system.	√	√	√		