



STUDENT FRIENDLY CHILD SAFETY COMPLAINT MANAGEMENT GUIDELINES

HOW WE KEEP YOU SAFE AT THE COLLEGE:

At school, we take your safety very seriously. If you ever feel uncomfortable or think something is wrong, you have the right to tell someone about it. This is called making a complaint, which is just a way to let us know you're not happy with something and want it to be fixed.

What is a Complaint?

A complaint means you are telling us that something isn't right. Maybe someone did or said something that made you feel unsafe, or maybe the school didn't do something they should have. Anyone can make a complaint, whether you're a student, a parent, a staff member, or part of the school community.

Child Safeguarding-Related Complaint

A child safeguarding-related complaint is when you tell us that something happened, or might happen, that could put a child's safety at risk. This could be:

- Someone breaking the school's rules about keeping children safe
- An incident where a child was, or might be, harmed
- Any other safety concern that happens at school or a school event

How We Handle Complaints

When you make a complaint, we take it very seriously. We listen carefully and make sure the right people know about it so they can help. This could include:

- The Principal (who is in charge of the school)
- A Child Safe Champion (someone at the school who is specially trained to keep children safe)
- You can make a complaint in different ways, like talking to a trusted teacher, writing it down, or even using the suggestion box.

What Happens Next?

When someone at school gets a complaint, they will make sure to help you feel safe and supported. If your complaint is about something serious, like a safety concern, the school will follow special steps to investigate and solve the problem.

Support for You

If you or someone you know is involved in a safety issue, the school will make sure you get the help and support you need. This could be talking to a counselor, getting advice from a teacher, or just having someone to listen to your concerns.

Your Right to Speak Up

Remember, it's important to speak up if something doesn't feel right. We have special ways to help students, staff, and parents share their concerns, and we make sure these are always fair and easy to use.

These Guidelines are here to make sure that everyone at school - students, parents, and staff - knows how to make a complaint and what we do to keep you safe.

Review Schedule

Date Approved	Approver	Last Reviewed	Last Updated	Next Review Date
October 2024	Principal	October 2024	October 2024	28/10/2026