



Child Safe Program

Child Safety Complaints Management

For the purposes of this Policy, we refer to Lakeside College Staff, Volunteers or Contractors together as “staff” or “staff members”.

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 Lakeside College.

A complaint can be made by anyone including a student, former student, parent/guardian, other family member, staff member or member of the wider community.

Child Safety-Related Complaint

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

- a breach of Lakeside 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 Lakeside College or a Lakeside College event
- Reportable Conduct
- other staff misconduct (such as a procedural breach of the Child Safety Program)
- any complaint about Lakeside College’s response to or management of a child safety incident or concern, including complaints alleging non-compliance with our procedures for

Background

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

- develop a complaints handling policy that meets a number of specific elements and that clearly outlines:
 - the process for making a complaint about Lakeside College, or the behaviour of any person within Lakeside College
 - the roles and responsibilities of leadership, school staff, and volunteers in relation to complaints handling
 - 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 Lakeside College make complaints, whether about child safety wellbeing 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 Lakeside College, as a child safe organisation:

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

This Child Safety Complaints Management Policy is communicated to and understood by students, Staff and parents/guardians, and ensures that child safety-related complaints are handled in a timely,

fair and transparent manner.

This policy is summarised in our public-facing Public Procedure for Managing Child Safety Incidents or Concerns involving the school or its staff. In our public-facing [Complaints Handling Policy](#) we include details about how to make a Child Safety complaint.

Child-Focused and Culturally Safe Complaints Handling

Lakeside College's system for handling complaints that involve students (whether as a complainant, victim, witness or person being complained about) is child-focused, and follows the National Office for Child Safety's [Complaint Handling Guide: Upholding the rights of children and young people](#) and the Commission for Children and Young People's [Including Children and Young People in Reportable Conduct Investigations](#) resources.

Lakeside 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 Lakeside 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 Safety Complaints Management

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

All staff are responsible for

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

Child Protection Officers and the Principal are responsible for:

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

Where a particular child safety-related complaint involves the Principal and they therefore cannot perform the above roles, the Chair of Board, undertakes these responsibilities.

Making a Child Safety-Related Complaint

Lakeside 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 safety-related complaints
- confidentiality and accessibility for all members of Lakeside College community.

These are:

1. **Anyone** can, at any time, make a child safety-related complaint to:

- the Principal
- a Child Protection Officer
- a trusted staff member

in person, in writing or over the phone.

Non-child safety-related complaints should be made to the relevant Heads of School or the Principal.

2. **Parents/carers, family members and other community members** who have child safety concerns or who wish to make a child safety-related complaint about Lakeside College, its students or staff members are asked to follow the procedures set out in our Child Safe Policy and to contact:

- the Principal, who is Lakeside College's Senior Child Safety Officer, the College Principal, by phoning 03 5941 7544 or emailing principal@lakeside.vic.edu.au; or
- if the concern relates to the Principal, the Chair of Board, by phoning Mr Lester Kirber, on 0408574135, or by emailing lester.kirber@lakeside.vic.edu.au.

3. **Students** have multiple pathways to make a complaint, including child safety-related complaints, at Lakeside College. These include:

- disclosing child safety incidents or concerns, including abuse or other harm of themselves or of any other child or student aged 18 or over, to any staff member. This might be done:
 - verbally
 - in writing
 - through electronic means (such as email)
 - indirectly (such as in written assignments, in artworks or in any other way)
- using Lakeside College Staff: Well Being Leaders, Heads of School or a Child Protection Officer.
- by contacting an External Child Advocacy Organisation, Bravehearts, on 1800 272 831 or

via: <https://bravehearts.org.au/>.

Responding to a Child Safety-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. Lakeside College will also support students, families and relevant staff involved in a child safety-related complaint as set out in the school's policies.

Where the complaint relates to a sexual offence or sexual misconduct that occurred before 1 July 2018, complainants must be informed about the [National Redress Scheme](#) for people who have experienced institutional child sexual abuse. The process for applications involving Lakeside College can be found [here](#).

Internal and External Reporting

All staff **must** follow Lakeside 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 Lakeside College or a Lakeside 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 safety-related complaint that is made to them to a Child Protection Officer or the Principal in addition to making any required external reports. If a complaint is about the Principal, the complaint must be referred to the Chair of the Board.

How Lakeside College Manages Child Safety-Related Complaints

Lakeside College manages child safety-related complaints as follows:

Child safety-related complaints that involve, or raise the possibility of a risk of, child abuse or other harm to a child are managed under the Child Safety Program

The following child safety-related complaints must be managed pursuant to any relevant policies and procedures in this Child Safety Program:

1. complaints involving, or raising the possibility of a risk of, child abuse or other harm occurring at Lakeside College or a Lakeside College event, or by a staff member, volunteer or contractor
2. complaints alleging a breach of the Child Safety 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 safety-related complaints must be immediately referred to the Principal (or if the complaint involves the Principal, the Chair of the Board) to be managed pursuant to relevant policies and procedures in the Child Safety Program.

The Principal may, where appropriate, delegate management of these kinds of child safety-related complaints to a Child Protection Officer.

Relevant policies and procedures for managing these kinds of child safety-related complaints include, but are not limited to, Reportable Conduct, Reporting Teacher Misconduct to the Victorian Institute of Teaching, Mandatory Reporting to Child Protection, Reporting to Police and Duty to Protect/Failure to Protect.

Other child safety-related complaints that are managed under the Child Safety Program

The following child safety-related complaints must also be managed pursuant to any relevant policies and procedures in this Child Safety Program:

1. complaints about Lakeside 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 Lakeside College, when responding to a specific incident of, or concern about, child abuse and other harm to a child, has not correctly followed Lakeside 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 Lakeside College has not correctly followed legislative or regulatory requirements regarding child safety in relation to a specific incident of, or concern about, child abuse or other harm to a child (for example, a complaint that we shared information about a child safety incident or concern with an external agency when not permitted by law to do so).

These kinds of child safety-related complaints must be immediately referred to the Principal (or if the complaint involves the Principal, the Chair of the Board) to be managed pursuant to relevant policies and procedures in the Child Safety Program.

The Principal may, where appropriate, delegate management of these kinds of child safety-related complaints to a Child Protection Officer.

Relevant policies and procedures for managing these kinds of child safety-related complaints include, but are not limited to, Disciplinary Actions (Child Safety), Child Safety Program Breach Management and Regular Reviews and Continuous Improvement.

Child safety-related complaints that may be managed under other Lakeside College policies and procedures

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

1. complaints alleging a breach of the Child Safety 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 (for example, a complaint that a staff member has expressed personal views on sexuality in the presence of students)
2. complaints alleging procedural breaches of the Child Safety 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 WWC clearance)
3. general complaints about our Child Safety 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 safety-related complaints may be managed pursuant to other relevant Lakeside College policies, the Principal or other person managing the complaint should – where appropriate - consult with a Child Protection Officer as part of the investigation.

With respect to 3. above, given the high risk to Lakeside College of not having a compliant Child Safety Program, it is likely that the outcome of these kinds of complaints will need to be reported to Lakeside College Board.

Relevant policies and procedures for managing these kinds of child safety-related complaints include, but are not limited to, our Complaints Handling Program.

Guidance and Resources for Managing Child Safety-Related Complaints

The Complaints Handling Program provides guidance on complaints handling principles and a step-by-step guide to managing a complaint.

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.

Our Reportable Conduct and Reporting Teacher Misconduct to the Victorian Institute of Teaching

policies set out procedures that will be followed for complaints about inappropriate conduct by Staff.

Reviews of Child Safety-Related Complaint Outcomes

Internal Reviews

Complainants or other persons who are involved in the child safety-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 safety-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 Safety-Related Complaints

Because of the confidentiality and privacy issues that arise with respect to child safety-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.

Child safety-related complaints are instead recorded under our [Child Safety Record Keeping](#) policy.

General Reviews of Child Safety Complaints Management

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

In particular, Lakeside College and Lakeside College Board regularly analyse child safety-related complaints to identify causes and systemic failures to inform continuous improvement.

Our Child Safety Complaints Management Policy is also itself regularly reviewed as part of our reviews of the Child Safety Program.

For more information, refer to [Regular Reviews and Continuous Improvement](#).