

FORM B

**Student/Child
Protection**

Everyone's Responsibility

**Complaints Procedure for
Non-compliance with
Edmund Rice Education Australia Colleges Ltd
Student Protection Processes**

Edmund Rice Education Australia Colleges Ltd

JULY 2023



Complaints Procedure

For Non-Compliance with Edmund Rice Education Australia Colleges Ltd Student Protection Processes

Introduction

Edmund Rice Education Australia Colleges Ltd (EREA Colleges Ltd) is committed to ensuring that all staff comply with their responsibilities as detailed in the EREA Colleges Ltd Student Protection Processes. This complaints procedure is to address allegations of non-compliance with EREA Colleges Student Protection Processes in accordance with the *Education (Accreditation of Non-State Schools) Regulation 2017*. EREA Colleges Ltd takes all allegations of non-compliance with EREA Colleges Ltd Student Protection Processes seriously.

What is the aim of this complaints procedure?

The procedure aims to:

- Provide a complainant with access to an open and responsive complaints handling process;
- Enhance the ability of EREA Colleges Ltd to resolve complaints in a consistent, systematic and responsive manner; and
- Assist EREA Colleges Ltd to provide a child centred approach to resolving complaints.

Overview of the procedure

- **Step 1** - Complainant completes the 'Record of Complaint about Non-Compliance with EREA Colleges Ltd Student Protection Processes (Form) and submits it;
- **Step 2** - EREA Colleges Ltd receives the completed Form and appoints a Complaint Manager who assesses the available material;
- **Step 3** - The Complaint Manager determines the appropriate actions to resolve or respond to the complaint; and
- **Step 4** - If appropriate, EREA Colleges Ltd may instigate a systems review or confidential disciplinary process.

What type of complaint is covered by this procedure?

Only complaints about non-compliance with EREA Colleges Ltd Student Protection Processes may be made under this procedure. Other complaints should be referred to the school/entity to manage in the first instance, or if the complaint concerns the principal/entity director, the Chief Executive Officer, EREA Colleges Ltd (Chief Executive Officer).

Who may lodge a complaint?

Any person may lodge a complaint following the processes described in this procedure, where they believe that a staff member has not complied with EREA Colleges Ltd Student Protection Processes.

How is a complaint lodged?

If you have a complaint relating to non-compliance with EREA Colleges Ltd Student Protection Processes you are requested to lodge your complaint on the Record of Complaint about Non-Compliance with EREA Colleges Ltd Student Protection Processes form which can be accessed through your school's website. Completed forms may be lodged by:

- Sending an email to the Chief Executive Officer.

- Posting to the Chief Executive Officer.

Why do I have to fill in a form?

The Record of Complaint about Non-Compliance with EREA Colleges Ltd Student Protection Processes form will help you to provide EREA Colleges Ltd with the information required to assess your complaint and determine what action can be taken. Please complete all the questions on the form. If you have any questions or require assistance to complete the form please telephone the EREA Colleges Ltd Office on 07 3737 6700.

What information is requested on the form?

You are requested to provide your name and contact details. You may make an anonymous complaint, however, the complaint will only be able to be assessed and progressed where sufficient details are provided. Insufficient information may mean that further action by EREA Colleges Ltd may be limited.

In addition, you are requested to provide:

- the details of the staff member who you believe may not have complied with EREA Colleges Ltd Student Protection Processes, including their name and school;
- the details of your concern;
- other information which you believe may be relevant; and
- the outcome you wish to see/how you would like the issue resolved.

What happens when my complaint is received by the Chief Executive Officer?

The Chief Executive Officer will forward your complaint to the designated Complaint Manager. The Complaint Manager will acknowledge receipt of your complaint form and provide you with a timeframe for addressing your complaint assess the complaint and decide the most appropriate course of action to address your complaint.

This may include:

- telephoning or meeting with you to clarify your complaint;
- referring your complaint to the school principal/entity director for management if the complaint does not relate to the principal/entity director;
- coordinating any enquiry necessary in order to address the complaint;
- facilitating remedial action if student/child protection processes have not been followed; and communicating with you at the conclusion of the process.

In some circumstances EREA Colleges Ltd may conduct a systems review in order that Colleges Ltd may improve its processes. A complaint may also progress to confidential disciplinary action against an employee.

Will my information be stored confidentially?

Yes EREA Colleges Ltd treats all information in its possession with a high level of confidentiality. Procedures are in place to secure files and prevent unauthorised access.

Unsure about whether you should make a complaint to EREA Colleges Ltd?

If you wish to seek further information about making a complaint about non-compliance with EREA Colleges Ltd Student Protection Processes please speak with your school principal/entity director or contact the EREA Colleges Ltd Office.



EDMUND RICE EDUCATION AUSTRALIA COLLEGES LTD

RECORD OF COMPLAINT

ABOUT NON-COMPLIANCE WITH EDMUND RICE EDUCATION AUSTRALIA COLLEGES LTD STUDENT PROTECTION PROCESSES

The following questions should be used as a guide to help you determine whether or not your complaint is a relevant complaint for Edmund Rice Education Australia Colleges Ltd (EREA Colleges Ltd) to manage under this non-compliance with the EREA Colleges Ltd Student Protection Processes.

Submit the completed form either:

- by email to Chief Executive Officer (safeguardingcolleges@erea.edu.au) by
post to the Chief Executive Officer (PO Box 2 Virginia BC QLD 4014).

If you need assistance to complete the form please contact the Director of Safeguarding and Professional Standards – Colleges by phone on (07) 3737 6718.

1. Is your complaint about a staff member who may have behaved inappropriately toward a student/child that has not yet been reported to the school/principal/entity director?

If Yes you should report the matter immediately to the school principal/ Entity director (or the Chief Executive Officer if the matter involves the principal/entity director) and not proceed with this Process. Yes No

2. Is your complaint about someone who may have significantly harmed a student/child that has not yet been reported to the school/principal/entity director?

If Yes you should report the matter immediately to the school principal/ entity director (or the Chief Executive Officer if the matter involves the principal) and not proceed with this process. Yes No

3. Is your complaint about someone sexually abusing or likely to sexually abuse a Student/child that has not yet been reported to the school/principal/entity Director?

If Yes you should report the matter immediately to the school principal/ entity director (or the Chief Executive Officer if the matter involves the principal/entity director) and not proceed with this process. Yes No

4. Does your complaint relate to a student/child protection matter (i.e. sexual or likely sexual abuse of a student/child, significant harm to a student/child or inappropriate behaviour by a staff member towards a student/child) that has already been reported to the school/entity and which you believe has not been managed in accordance with EREA Colleges Ltd Student Protection Processes?

If 'YES', complete the remaining questions on this form to assist us to manage your complaint.

If 'NO' please direct your concern to the principal/entity director in the first Instance.

Yes

No

The following Record of Complaint about Non-Compliance with EREA Colleges Ltd Student Protection Processes will help EREA Colleges Ltd with information to assess your complaint and determine what action can be taken.

Please complete all the questions on the form.

**RECORD OF COMPLAINT ABOUT NON-COMPLIANCE WITH
EDMUND RICE EDUCATION AUSTRALIA COLLEGES LTD
STUDENT PROTECTION PROCESSES**

YOUR PERSONAL DETAILS (THE COMPLAINANT)

Title

First Name:

Last Name:

Address:

Telephone (home):

Telephone (work):

Mobile:

Email Address:

Please specify in what capacity you are making the complaint (e.g. student, former student, parent, guardian, other):

DETAILS OF THE STAFF MEMBER YOU ARE COMPLAINING ABOUT

Staff Member's Name

Role/Position

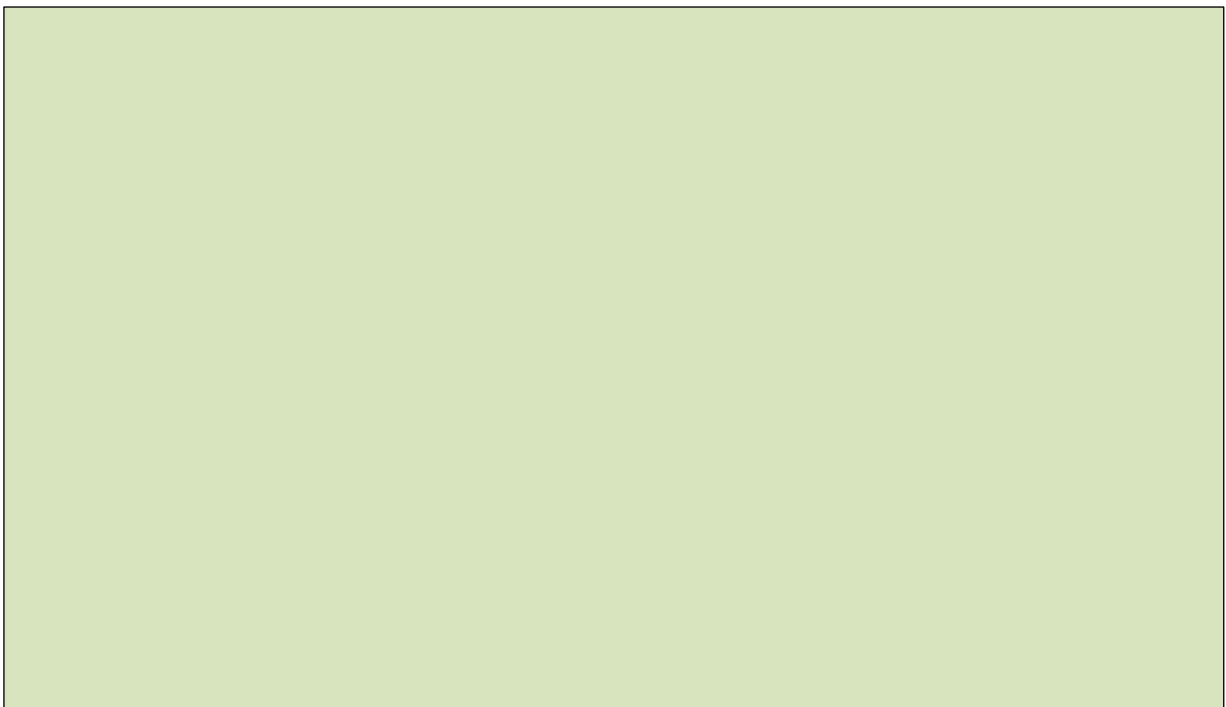
School Name:

DETAILS OF THE COMPLAINT:

In the space below, please outline your complaint, providing full details including:

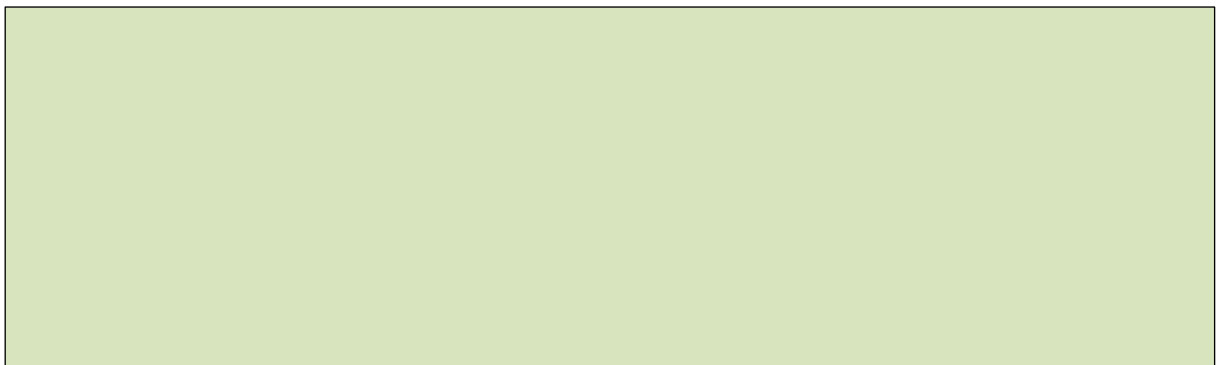
- **What the particular complaint is about.**
- **Full details of the complaint (e.g. what happened, where it happened, to whom it happened, when it happened).**
- **why you believe EREA Colleges Ltd Student Protection Processes have not been followed.**

If you do not have enough space below, please attach a separate sheet to this form.

A large, empty rectangular box with a thin black border, intended for the complainant to provide detailed information about their complaint.**FURTHER INFORMATION**

- **Referral to other persons or agency:**

If you have referred this complaint to another person or agency e.g. the Police or the Department responsible for Child Safety, what was the outcome of the complaint? What were you advised? Please attach copies of any relevant documents.

A large, empty rectangular box with a thin black border, intended for the complainant to provide further information, such as details of referrals to other agencies.

■ Witnesses:

If any other person can provide information about the complaint, please provide their names, contact details and what information they may be able to provide.

■ Documents/other evidence:

Attach copies of any documents or other evidence relevant to your complaint (e.g. letters, photographs, statements from witnesses or other people). If you cannot provide the documents/evidence, please provide details of who has access to the documents/evidence or how this can be obtained, and what information they may be able to provide.

■ Outcome you are seeking:

Please specify the outcome you wish to achieve by making a complaint to EREA Colleges Ltd about non-compliance with EREA Colleges Ltd Student Protection Processes.

The Information contained in this form is true and accurate to the best of my knowledge.

Please sign and date this form

Signature:

Date:

Print or Type Name: