



# All Hallows' School

## Complaints Procedure for Non-Compliance with Student Protection Processes

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February 2018

## Introduction

All Hallows' School (AHS) is committed to ensuring that all staff comply with their responsibilities as detailed in the Student Protection Processes for Queensland Catholic School Authorities -All Hallows' School (hereinafter referred to as Student Protection Processes - AHS). This complaints procedure is to address allegations of non-compliance with Student Protection Processes - AHS in accordance with the *Education (Accreditation of Non-State Schools) Act 2017*. AHS takes all allegations of non-compliance with Student Protection Processes - AHS 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 AHS to resolve complaints in a consistent, systematic and responsive manner; and
- Assist AHS to provide a child centered approach to resolving complaints.

## Overview of the procedure

- **Step 1:** Complainant completes the 'Record of Complaint about Non-Compliance with All Hallows' School Student Protection Processes (Form) and submits it (see the end of this procedure document for the form);
- **Step 2:** AHS receives the completed Form and the Principal assesses the available material; if the complaint is against the Principal, contact the Board Chair at [BoardChair@ahs.qld.edu.au](mailto:BoardChair@ahs.qld.edu.au)
- **Step 3:** The Principal or Board Chair determines the appropriate actions to resolve or respond to the complaint; and
- **Step 4:** If appropriate, AHS may instigate a systems review or confidential disciplinary process.

## What type of complaint is covered by this procedure?

Only complaints about non-compliance with Student Protection Processes - AHS may be made under this procedure. Other complaints should be referred to the School to manage in the first instance, or if the complaint concerns the Principal, contact the Board Chair at [BoardChair@ahs.qld.edu.au](mailto:BoardChair@ahs.qld.edu.au)

## 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 the Student Protection Processes - AHS.

## How is a complaint lodged?

If you have a complaint relating to non-compliance with Student Protection Processes - AHS you are requested to lodge your complaint on the Record of Complaint about Non-Compliance with All Hallows' School Student Protection form which may be accessed at the back of this procedure document.

Completed forms may be lodged by:

- Sending an email to [principal@ahs.qld.edu.au](mailto:principal@ahs.qld.edu.au) or
- Posting to Principal, All Hallows' School, 547 Ann Street, Brisbane, Qld 4000.

### Why do I have to fill in a form?

The Record of Complaint about Non-Compliance with All Hallows' School Student Protection Processes form will help you to provide AHS 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 Principal on 07 3230 9502.

### 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 AHS may be limited.

In addition, you are requested to provide:

- The details of the staff member who you believe may not have complied with Student Protection Processes - AHS;
- 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 Principal?

The Principal 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;
- Coordinating any enquiry necessary in order to address the complaint;
- Facilitating remedial action if student protection processes have not been followed; and
- Communicating with you at the conclusion of the process.

In some circumstances AHS may conduct a systems review coordinated by the Principal in order that AHS may improve its processes. A complaint may also progress to confidential disciplinary action against an employee.

### Will my information be stored confidentially?

Yes. AHS treats all information in its possession with a high level of confidentiality. Procedures are in place to secure files and prevent unauthorized access.

### Unsure about whether you should make a complaint to AHS?

If you wish to seek further information about making a complaint about non-compliance with Student Protection Processes - AHS please speak with the Principal on 07 3230 9502.



# All Hallows' School

## Record of Complaint Form

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About Non-Compliance with All Hallows' School  
Student Protection Processes

## Introduction

The following questions should be used as a guide to help you determine whether or not your complaint is a relevant complaint for All Hallows' School (AHS) to manage under this non-compliance with Student Protection Processes - AHS procedure. Information about the procedures and Student Protection Processes - AHS may be accessed [here](#)

Submit the completed form either:

- Sending an email to [principal@ahs.qld.edu.au](mailto:principal@ahs.qld.edu.au) or
- Posting to Principal, All Hallows' School, 547 Ann Street, Brisbane, Qld 4000.

If you need assistance to complete the form please contact the Principal on 07 3230 9502 or if the complaint is against the Principal, contact the Board Chair at [BoardChair@ahs.qld.edu.au](mailto:BoardChair@ahs.qld.edu.au)

1. Is your complaint about a staff member who may have behaved inappropriately toward a student that has not yet been reported to the AHS Principal?

**Yes** **No**

If Yes you should report the matter immediately to the AHS Principal (or the Board Chair if the matter involves the Principal) and not proceed with this process.

2. Is your complaint about someone who may have significantly harmed a student that has not yet been reported to the AHS Principal?

**Yes** **No**

If Yes you should report the matter immediately to the Principal (or the Board Chair if the matter involves the Principal) and not proceed with this process.

3. Is your complaint about someone sexually abusing or likely to sexually abuse a student that has not yet been reported to the AHS Principal?

**Yes** **No**

If Yes you should report the matter immediately to the Principal (or the Board Chair if the matter involves the Principal) and not proceed with this process.

4. Does your complaint relate to a student protection matter (i.e. sexual or likely sexual abuse of a student, significant harm to a student or inappropriate behavior by a staff member towards a student) that has already been reported to the School and which you believe has not been managed in accordance with Student Protection Processes - AHS?

**Yes** **No**

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 in the first instance.

The following Record of Complaint about Non-Compliance with All Hallows' School Student Protection Processes will help AHS 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 ALL HALLOWS' SCHOOL STUDENT PROTECTION PROCESSES

## Your Personal Details (The Complainant):

Title:  First Name:  Last Name:

Address:

Telephone (H):  Telephone (W):  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 Members 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 Student Protection Processes - AHS have not been followed.

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

**Further Information:**

**Referral to other persons or agency:**

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

**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 AHS about non-compliance with Student Protection Processes - AHS.

**Please sign and date this form:**

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

Signature:

Date: Click or tap to enter a date.

Name: