

RECORD OF COMPLAINT

ABOUT NON-COMPLIANCE WITH TOWNSVILLE CATHOLIC EDUCATION 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 Townsville Catholic Education to manage under this non-compliance with Student Protection Processes procedure. Information about the procedures and Student Protection Processes may be accessed here: http://www.tsv.catholic.edu.au/about_us/student_protection.php.

Submit the completed form either:

- * By email to sreports@tsv.catholic.edu.au; or
- * By post to Katherine Olsen – Student Protection Coordinator, PO Box 861, Aitkenvale QLD 4814
- * If you need assistance to complete the form, please contact our Student Protection Coordinator on 4773 0945.

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

If 'Yes' you should report the matter immediately to the school principal (or the Education Consultant if the matter involves the principal) and not proceed with this process. **Yes No**

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

If 'Yes' you should report the matter immediately to the school principal (or the Education Consultant 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 that has not yet been reported to the school/principal?

If 'Yes' you should report the matter immediately to the school principal (or the Education Consultant if the matter involves the principal) and not proceed with this process. **Yes No**

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 behaviour 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 TCEO Student Protection Processes?

If 'Yes', complete the remaining questions on this form to assist us to manage your complaint. **Yes No**

If 'No', please direct your concern to the school principal in the first instance.

TOWNSVILLE CATHOLIC EDUCATION

RECORD OF COMPLAINT

The following Record of complaint about Non-Compliance with Townsville Catholic Education Student Protection Processes will help TCEO with information to assess your complaint and determine what action can be taken. Please complete all the questions on the form.

YOUR PERSONAL DETAILS (THE COMPLAINANT)

Title:	First Name:	Last Name:
Address:		
Telephone (home):	Telephone (work):	Mobile:

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

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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 and when it happened).
- * Why you believe Townsville Catholic Education Student Protection Processes 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 TCEO about non-compliance with TCEO 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 Name:	