

Child Safety and Wellbeing Complaints and Concerns Procedure

**Whenever there are concerns that a child is in immediate danger the Police should be called on 000
or the local 24-hour Police Station:
Bayside Police Station Sandringham – 03 8530 5100
Moorabbin Police Station – 03 9556 6565
St Kilda Police station – 03 9536 2666**

Purpose

Firbank Grammar School is strongly committed to child safety and wellbeing and to creating and maintaining a child safe and child-friendly environment.

This procedure outlines the school's commitment and approach to creating and maintaining a child safe environment where all children and young people are safe and feel safe. Complaints or concerns relating to Child Safety and Wellbeing should be made using this process, and where abuse is made by or in relation to:

- A child or student
- A staff member of FGS
- A School volunteer.
- A contractor or service provider to the school
- Any other persons while connected to the school environment.

Firbank Grammar is committed to ensure all relevant Child Protection and Safety laws, Ministerial Order 1359, regulations and standards in Victoria are upheld.

NOTE: all reference to the 'School' in this policy includes the School Boarding Premises

Raising a Complaint with the School

Our School including the Boarding Premises takes all complaints and concerns regarding child safety and wellbeing seriously and will thoroughly, sensitively, and promptly investigate all complaints and concerns.

Complaints can be made confidentially to the School or with full disclosure. The school will maintain full confidence of the complainant where possible to protect both the complainant and the students involved. The safety and wellbeing of the student is always a priority in these circumstances.

This procedure should be followed in response to complaints or concerns about child abuse in all forms including:

- physical child abuse
- sexual child abuse
- grooming
- emotional child abuse
- family violence
- neglect.

Complaints from Students

If a student has a complaint about another student, teacher, or member of the community they may use the Child Safety and Wellbeing complaints process to address their concerns. All issues no matter how big or small will be managed promptly and thoroughly. The School is open to assisting any student with any issue.

If a student has a complaint against another student, they should direct their concerns in the first instance to their Mentor Teacher via email or conversation. A complaint or grievance against another student that attends Firkbank Grammar School may be dealt with under the Student Code of Conduct and Behaviour procedures and/or the Child Safety and Wellbeing Policy and procedures.

If the complaint is regarding a Staff member, the students' parents/carers, another member of the community, or the student would prefer to speak with someone other than their teacher they may submit their concern through the Complaints Process on the Website, or by emailing the Principal jwilliams@firbank.vic.edu.au or by contacting one of the Schools child safety officers

Name	Position	Contact No.	Email Address
Leandra Turner	Deputy Principal, Head of Senior School	9591 5188	lturner@firbank.vic.edu.au
Ayles Llewellyn	Deputy Head, Senior School	9591 5188	allewellyn@firbank.vic.edu.au
Sara Groves	Educational Psychologist (Senior School)	9591 5188	sgroves@firbank.vic.edu.au
Mel Smith	Head, Turner House	9591 5141	msmith@firbank.vic.edu.au
Kristy Hamshare	Deputy Head, Turner House	9591 5141	khamshare@firbank.vic.edu.au
Belinda Roberts Scholes	Educational Psychologist (Junior School – Brighton)	9591 5141	brobertsscholes@firbank.vic.edu.au
Brad Nelsen	Head, Sandringham House	9533 5711	bnelsen@firbank.vic.edu.au
Joseph Kenny	Deputy Head, Sandringham House	9533 5711	jkenny@firbank.vic.edu.au
Talia Oliver	Educational Psychologist (Junior School – Sandringham)	9533 5711	toliver@firbank.vic.edu.au

Complaints from the Community (including any staff and volunteers who are not deemed mandatory reporters)

Information relating to an incident, disclosure or suspicion should be provided to the school via the Mentor teacher (SS), Classroom teacher (Turner House or Sandringham) or Child Safety Officer in the first instance and as soon as practical. This can be done via email using the complaints link on the school website or via direct contact with the staff member of the school.

All concerns raised are treated as confidential and a matter between the parties involved.

If further consultation and assistance is required the matter may be referred to the Principal, Head of Boarding, Head of Campus and/or the School Psychologist. The School Psychologist will provide guidance on whether the complaint needs to be escalated and a mandatory report made. If this is the case, then the mandatory reporting procedure will be followed.

How a complaint is handled and responded to

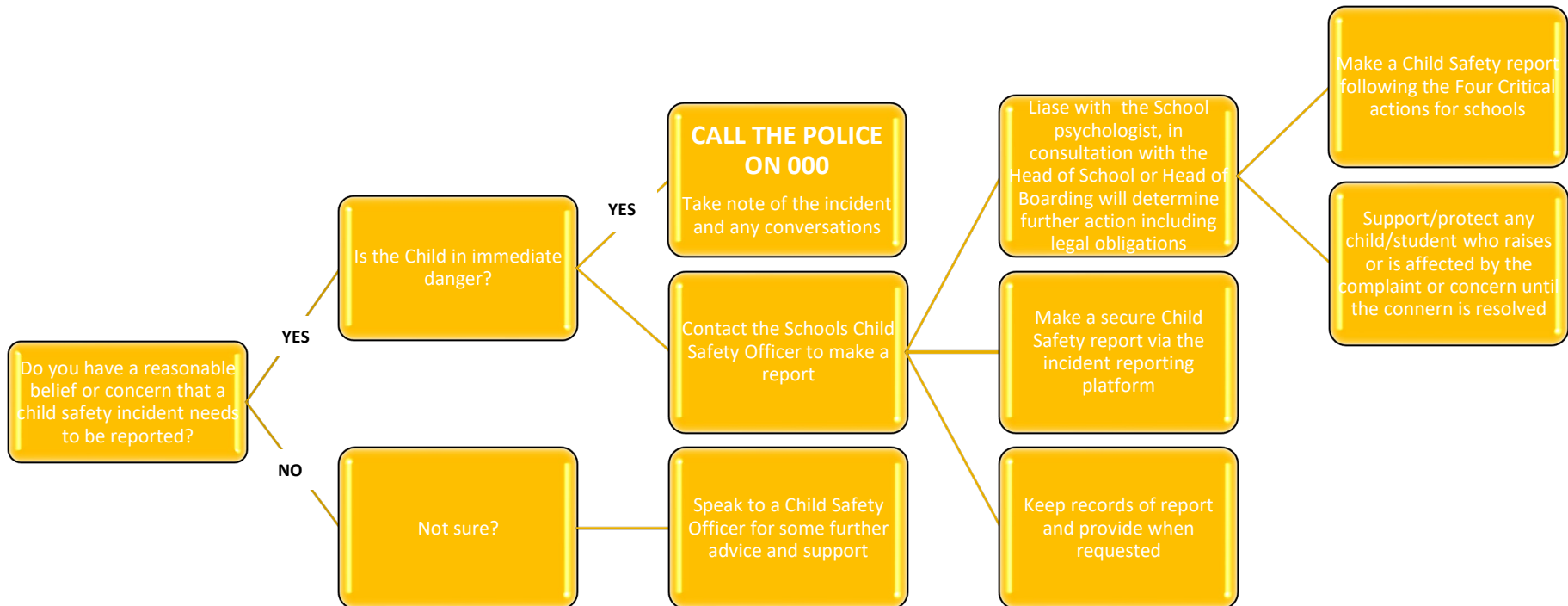
All complaints relating to Child Safety and Wellbeing will be handled in a way that is sensitive to the diversity and characteristics of the School Community.

It is the responsibility of the Principal with the Head of Campus/Head of Boarding in consultation with the school psychologist to determine further action regarding a complaint including the need to escalate to a mandatory report. If any person of responsibility is unable to perform their role for a child safety and wellbeing concern relating to their area of the school an alternative member of the Senior Leadership team will be elected to oversee the complaint/concern. *For example: If an allegation concerning a person/s in the Senior School cannot be managed by the Head of Senior School, the Head of Junior School may be asked to manage the incident.*

Any students involved in the complaint will be addressed with the strictest confidence.

Students will be encouraged to bring a support person to any meetings involving child safety concerns. Where appropriate the school will report back resolutions to the initial complainant.

Response to a Child Safety Complaint



Date issued: August 2023

Privacy and information sharing

Firbank Grammar School collects, uses, and discloses information about children and their families in accordance with Victorian privacy laws, and other relevant laws.

Records management

We acknowledge that good records management practices are a critical element of child safety and wellbeing and manage our records in accordance with the Public Record Office Victoria Recordkeeping Standards.

Approval and Review	Details
Policy issue date August 2023	Document updated by M Hall – Risk and Compliance Manager
Next review date August 2024	Document reviewed by Jenny Williams – Principal, Head of Senior Campus
	Document endorsed by School Board
	Date endorsed September 2023

The school community may provide feedback on this document by emailing:
jwilliams@firbank.vic.edu.au



Help for non-English speakers.

If you need help to understand this policy, please contact us at
enquiries@firbank.vic.edu.au