



CHILD SAFEGUARDING COMPLAINTS HANDLING POLICY

Status	CURRENT
Classification	Child Safeguarding
Established	2022
Last Review	2025
Next Review	2027
Responsibility	Deputy Principal

Introduction

St Augustine's College is open to the concerns of parents, students, staff and the wider community and any complaints will be received in a positive manner and will be taken seriously.

If your complaint or concern is related to any matter other than Child Safeguarding, Discrimination, Harassment and Bullying or Whistleblowing please refer to the College *Complaints and Grievance Policy*.

The following policy relates to Child Safeguarding matters only.

St Augustine's College's - Sydney Child Safeguarding Complaints Handling Policy

This Child Safeguarding Complaints Handling Policy is designed to assist individuals to understand how to make a child safeguarding complaint.

In this Policy, the terms are used 'staff' and 'staff member' to include all teaching and non-teaching staff, College Board members, volunteers, contractors and external providers.

St Augustine's College's Commitment

St Augustine's College is dedicated to managing child safeguarding complaints with integrity, confidentiality, and in accordance with recognised best practice standards. The College's complaints handling framework is informed by:

- Principle 6 of the National Principles for Child Safe Organisations
- The Complaint Handling Guide issued by the Office of the Children's Guardian
- ISO 10002:2018 – Quality Management – Customer Satisfaction – Guidelines for Complaints Handling

- AS/NZS 10002:2014 – Guidelines for Complaint Management in Organisations
- The Australian Privacy Principles (APPs)

Complaints About Child Safeguarding Incidents or Concerns At or Involving St Augustine’s College

What Is a Child Safeguarding Complaint?

A Child Safeguarding complaint is an expression of dissatisfaction made to St Augustine’s College, related to our child safety services or operations, or the child safeguarding complaints handling process itself, where a response or resolution is explicitly or implicitly expected.

St Augustine’s College is a “relevant entity” under the Children’s Guardian Act 2019 (NSW) and is required to notify the NSW Office of the Children’s Guardian of any allegations of reportable conduct involving staff, volunteers, or contractors. The College will investigate such matters and report findings in accordance with the Reportable Conduct Scheme.

Child Safeguarding Complaints about child abuse or other harm, or other breaches of our Child Safe Codes of Conduct, relating to conduct by:

- current or former staff members
- current or former students
- other people on College premises or at College events

are managed by the College in a different manner from other complaints.

Child Safeguarding Complaints and allegations of:

- breaches of the Child Safe Codes of Conduct
- child abuse or other harm of a current or former student by:
 - current or former staff members
 - current or former students
 - other people on College premises or at College events
- ‘reportable conduct’ as defined in the Children’s Guardian Act 2019 (NSW)
- other Child Safeguarding - related staff misconduct

are managed by the College in a different manner from other complaints.

This is because of the additional confidentiality and privacy requirements surrounding these kinds of matters.

All child safeguarding complaints will be managed using a child-sensitive and trauma-informed approach. The College will ensure that children and young people are supported to express their views, are listened to respectfully, and are involved in decisions affecting them, in line with their age and capacity.

Anonymous complaints will be accepted and assessed based on the information provided. While anonymity may limit the College's ability to investigate or respond fully, all efforts will be made to address the concerns raised and ensure child safety.

The College will acknowledge receipt of child safeguarding complaints within 5 working days and will aim to resolve them within 20 working days, unless the matter is complex or requires external investigation. Complainants will be kept informed of progress and reasons for any delays.

If your complaint is a Child Safeguarding-related complaint, please make your complaint to the Principal (if the Principal is the subject of your Child Safeguarding complaint, please notify the Chair of the College Board at chairman@saintaug.nsw.edu.au or to the Senior Child Safety Officer at childsafety@saintaug.nsw.edu.au.

For more information about how the College manages Child Safeguarding - related complaints, as well as any child safety incidents or concerns at or involving the College or its staff members, reference should be made to our Procedures for *Managing Child Safety Incidents or Concerns At or Involving St Augustine's College*, and *Procedures for Handling Allegations of Staff Misconduct and Reportable Conduct*, available on our public website.

Support for Complainants

The College recognises that making a complaint can be distressing. Support is available to students, families, staff, and others involved in the complaints process. This may include access to counselling, advocacy services, cultural liaison officers, or referral to external child protection or wellbeing agencies.

Confidentiality and Privacy

The College is committed to protecting the privacy of all individuals involved in the complaints process. All information will be handled with strict confidentiality, in accordance with relevant privacy legislation and College policy.

Monitoring and Review

The College reviews trends and outcomes from child safeguarding complaints to identify systemic issues and improve safeguarding practices. Feedback from complainants is welcomed and used to strengthen the College's child-safe culture.