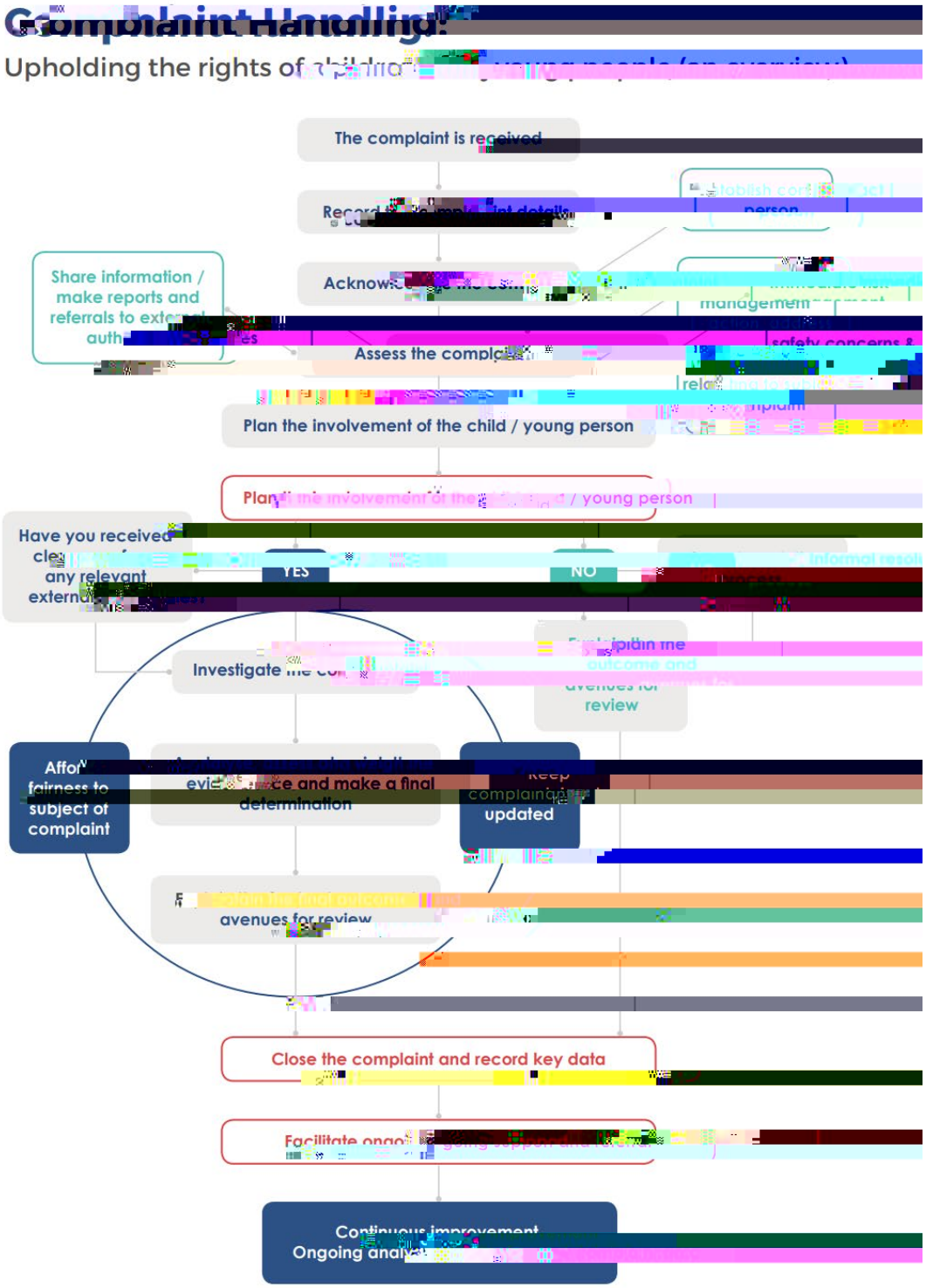
"Risk of Significant Harm" and "Child

Making a Child Safeguarding-Related Complaint to St Edward's College	If you would like to make a child safeguarding-related complaint, you can do so by: 1. Sending an email to Director of Pastoral Care. 2. Writing a letter to the College addressed to Director of Pastoral Care. 3. Telephoning the College and asking to speak to the Director of Pastoral Care. If the Director of Pastoral Care is the subject of your complaint or allegation, please contact the Deputy Principal.

Investigating and Managing Child

Appendix


Complaint Handling:
Upholding the rights of children
The complaint is received
Share information / make reports and referrals to external auth
Assess the complaint
Plan the involvement of the child / young person
Have you received clearance from any relevant external
YES
NO
Investigate the complaint
review
Afford fairness to subject of complaint
evidence and make a final determination
updated
avenues for review
Close the complaint and record key data
Continuous improvement
Ongoing analysis

National Office for Child Safety, 2019, Complaint Handling Guide: Upholding the rights of children and young people [ONLINE], Available at: https://childsafety.pmc.gov.au/sites/default/files/2020-09/nocs-complaint-handling-guide.pdf