



## Complaints procedure for Non-compliance with Child Safeguarding processes at Brisbane Boys' College

Purpose:	The purpose of this complaints procedure is to address allegations of non-compliance with the PMSA Child Safeguarding Processes in accordance with the <i>Education (Accreditation of Non-State Schools) Regulation 2017</i> . Brisbane Boys' College takes all allegations of non-compliance with child safeguarding processes seriously.
Scope:	The scope of this procedure extends to complaints about non-compliance with the PMSA Child Safeguarding Processes. Any person may lodge a complaint following the processes described in this procedure, where they believe that Brisbane Boys' College has not complied with the child safeguarding processes.
References:	<ul style="list-style-type: none"> <li>• Child Protection Act 1999</li> <li>• Education (Accreditation of Non-State Schools) Act 2017</li> <li>• Education (Accreditation of Non-State Schools) Regulation 2017</li> <li>• Education (General Provisions) Act 2006</li> <li>• Privacy Act 1988 (Cth)</li> <li>• PMSA Child Protection Policy</li> <li>• PMSA Child Safeguarding Processes</li> </ul>
Brisbane Boys' College adopts a cyclic review process for policies and procedures taking into account new legislation, changes to the College's operations and practices and other relevant considerations.	
Policy Owner:	Headmaster

**PRINT WARNING** - Printed copies of this Document or part thereof should not be relied upon as a current reference document. ALWAYS refer to the electronic copy available on the BBC website for the latest version.

## 1.0 Introduction

Brisbane Boys' College is committed to ensuring that all staff, students, volunteers, visitors and contractors comply with the PMSA Child Safeguarding Processes. The PMSA Child Safeguarding Processes document is available on the BBC website at:

<https://www.bbc.qld.edu.au/community/policies/>.

In the event that non-compliance with the PMSA Child Safeguarding Processes may have occurred this procedure aims to:

- Provide a complainant with access to an open and responsive complaints handling process;
- Enhance the ability of BBC to resolve complaints in a consistent, systematic and responsive manner; and
- Assist BBC to provide a child centred approach to resolving complaints.

## 2.0 Policy Principles

Brisbane Boys' College's complaints procedure for non-compliance of the PMSA Child Safeguarding Processes has been developed to prioritise child safety and promote the rights of children and young people to have a voice in decisions that affect them, including:

1. Ensuring that all children and young people, staff, volunteers, parents and carers are supported in making a complaint to Brisbane Boys' College.
2. Clearly articulating the roles and responsibilities of staff and volunteers to ensure they are aware of their obligations to report and take action to protect the safety of children and young people in their care.
3. Sharing information and communicating with stakeholders to promote the safety and wellbeing of children and young people and ensuring staff and volunteers are aware of what information they can share, with whom, and when and how it should be communicated.
4. Ensuring that the College maintains confidentiality and protects the personal information and privacy of children and young people under the relevant legislation.
5. Monitoring and reassessing risks throughout any investigation and complaints process to prevent risks from reoccurring.
6. Ensuring that all complaints affecting children and young people are properly investigated, taken seriously, and their rights are safeguarded throughout the investigation process and ensuring any investigations are planned, fair, proportionate and thorough, with findings supported by the available evidence.
7. Ensuring the complaints process is fair to all parties involved, including affected children or young people and the subject of the complaint, and that an adult's opinion is not prioritised over a child's in the event that they differ; children and young people are listened to without judgement and their views are taken seriously.
8. Being aware of what type of outcomes are available for different complaints and explain them to complainants, including children and young people. Final outcomes of a complaint, their reasons and options for review are also clearly explained to the complainant and subject of the complaint.
9. Keeping full and accurate records about complaints involving children and young people, in line with any legislative or other record-keeping requirements and analysing these records to make improvements in the processes and identify trends and risks as they relate to child protection.

### 3.0 Overview of the procedure

- **Step 1** - Complainant completes the *'Record of Complaint about Non-Compliance with PMSA Child Safeguarding Processes* (Form) and submits the form to Brisbane Boys' College at [headmaster@bbc.qld.edu.au](mailto:headmaster@bbc.qld.edu.au). If the complaint is against the Headmaster, the completed form should be submitted to the PMSA Board Chair at [companysecretary@pmsa-schools.edu.au](mailto:companysecretary@pmsa-schools.edu.au). The *BBC Record of Complaint about Non-Compliance with PMSA Child Safeguarding Processes* form is available on the BBC website at: <https://www.bbc.qld.edu.au/community/policies/>
- **Step 2** - Brisbane Boys' College (or the PMSA Board) receives the completed Form and the Headmaster (or PMSA Board Chair) assesses the available information;
- **Step 3** - The Headmaster (or Board Chair) determines the appropriate actions to resolve or respond to the complaint; and
- **Step 4** - If appropriate, Brisbane Boys' College (or the PMSA Board) may instigate a systems review or confidential disciplinary process.

### 4.0 What kind of complaint is covered by this procedure

This procedure only covers complaints made about non-compliance with PMSA Child Safeguarding Processes. When a complaint falls within the provisions of another BBC or PMSA policy, then the complaint will be dealt with under the relevant policy.

Other complaints involving student related matters should be made under the BBC Complaints Policy and Procedure available on the BBC website at: <https://www.bbc.qld.edu.au/community/policies/>.

Other complaints made by BBC staff should be made under the PMSA Employee Complaints Policy and Procedure available on the PMSA Staff Portal.

All other complaints should be made to Brisbane Boys' College in the first instance at: [headmaster@bbc.qld.edu.au](mailto:headmaster@bbc.qld.edu.au), or if the complaint is against the Headmaster, the PMSA Board Chair at [companysecretary@pmsa-schools.edu.au](mailto:companysecretary@pmsa-schools.edu.au).

### 5.0 Who may lodge a complaint

Any person may lodge a complaint following the processes described in this procedure, where they believe that Brisbane Boys' College has not complied with the PMSA Child Safeguarding Processes.

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

The *Record of Complaint about Non-Compliance with PMSA Child Safeguarding Processes* form will help you to provide BBC with the information required to assess your complaint and determine what action can be taken. The Form is available on the BBC website at: <https://www.bbc.qld.edu.au/community/policies/>. Please complete all the questions on the form. If you have any questions or require assistance to complete the form, please contact the Executive Officer to the Headmaster at [headmaster\\_eo@bbc.qld.edu.au](mailto:headmaster_eo@bbc.qld.edu.au) or (07) 3309 3512.

## 7.0 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 Brisbane Boys' College may be limited.

In addition, you are requested to provide:

- the details of why you believe Brisbane Boys' College may not have complied with the PMSA Child Safeguarding Processes;
- 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.

## 8.0 What happens when my complaint is received

The Headmaster (or PMSA Board Chair) 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 child safeguarding processes have not been followed; and
- communicating with you at the conclusion of the process.

## 9.0 Will my information be stored confidentially

Yes. BBC treats all information in its possession with a high level of confidentiality. The BBC Privacy Policy outlines the procedures BBC has in place to secure information and prevent unauthorised access. BBC's Privacy Policy is available on the BBC website at:

<https://www.bbc.qld.edu.au/community/policies/>

## 10.0 Unsure about whether you should make a complaint to BBC

If you wish to seek further information about making a complaint about non-compliance with BBC's Child Safeguarding Processes or require assistance to complete the form, please contact the Headmaster's office at [headmaster@bbc.qld.edu.au](mailto:headmaster@bbc.qld.edu.au) or (07) 3309 3512. If your complaint involves the Headmaster, contact the PMSA Board Chair at [companysecretary@pmsa-schools.edu.au](mailto:companysecretary@pmsa-schools.edu.au).

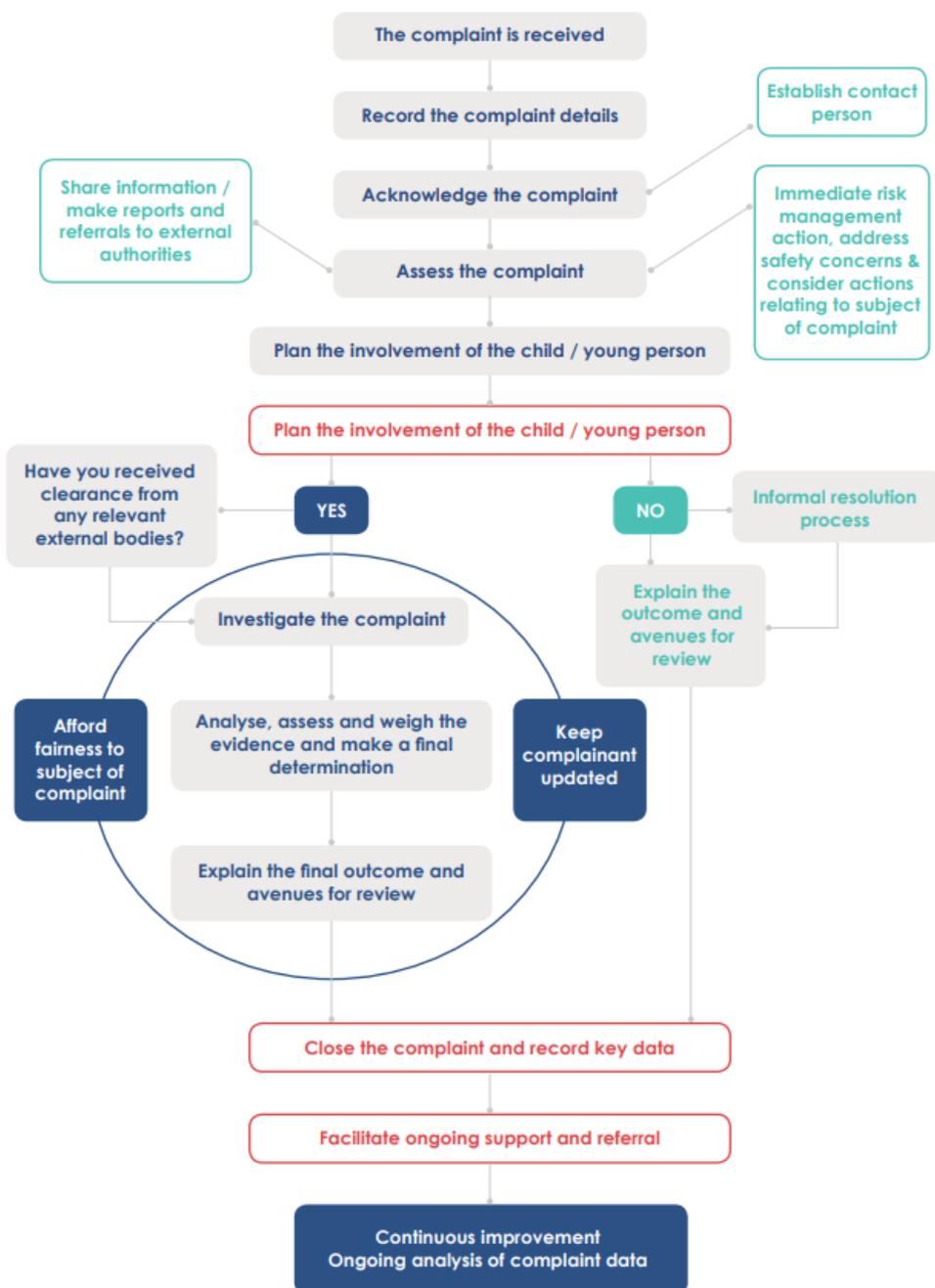
## 11.0 Review and version control register

Version	Authorising Officer	Approval Date	Effective Date	Change History/Superseded Documents	Next Review Date
1	BBC Executive	16/09/2022	16/09/2022	New policy	01/01/2024
2	BBC Executive	01/11/2022	01/11/2022	Updated all references to Child Protection Processes to PMSA Child Safeguarding Processes	01/01/2024

Appendix A - General process for responding to complaints of non-compliance with child safeguarding processes<sup>2</sup>

## Complaint Handling:

Upholding the rights of children and young people (an overview)



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National Office for Child Safety Complaint Handling Guide – Upholding the rights of children and young people 2019

BBC Complaints Procedure for Non-compliance with PMSA Child Safeguarding Processes  
Current issue date: 1<sup>st</sup> November 2022