



Record of Complaint

about non-compliance with PMSA Child Safeguarding Processes at Brisbane Boys' College

The following questions should be used as a guide to help you determine whether or not your complaint is a relevant complaint for Brisbane Boys' College (BBC) to manage under the Complaints Procedure for Non-Compliance with Child Safeguarding Processes which is available at:

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

The PMSA Child Safeguarding Processes are outlined in the PMSA Child Protection Policy which is available on the BBC website at: <https://www.bbc.qld.edu.au/community/policies/>

Your completed form may be lodged by:

- email to headmaster@bbc.qld.edu.au; or
- post to Headmaster, Brisbane Boys' College, 55 Kensington Terrace, Toowong 4066

If you need assistance to complete the form, please contact the Headmaster's office at headmaster@bbc.qld.edu.au or (07) 3309 3512. If your complaint involves the Headmaster, please contact the PMSA Board Chair at companysecretary@pmsa-schools.edu.au.

1. Is your complaint about a staff member who may have behaved inappropriately toward a student that has not yet been reported to Brisbane Boys' College?

If Yes, you should report the matter immediately to the Headmaster (or the PMSA Board Chair if the matter involves the Headmaster) using the BBC Child Protection Reporting Form and not proceed with this process.

2. Is your complaint about someone who may have significantly harmed a student that has not yet been reported to the Brisbane Boys' College?

If Yes, you should report the matter immediately to the Headmaster (or the PMSA Board Chair if the matter involves the Headmaster) using the BBC Child Protection Reporting Form and not proceed with this process.

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 Headmaster (or the PMSA Board Chair if the matter involves the Headmaster) using the BBC Child Protection Reporting Form and not proceed with this process.

4. Is your complaint about 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 BBC Child Protection Processes?

If 'YES', complete the remaining questions on this form to assist us to manage your complaint.

If NO, please direct your concern to the Headmaster in the first instance using the BBC Child Protection Reporting Form.

The BBC Child Protection Reporting Form is available at: <https://www.bbc.qld.edu.au/community/policies/>

The following Record of Complaint about Non-Compliance with the PMSA Child Safeguarding Processes at Brisbane Boys' College will help BBC with information to assess your complaint and determine what action can be taken. Please complete all the questions on the form.

Record of Complaint

about non-compliance with PMSA Child Safeguarding Processes at Brisbane Boys' College

YOUR PERSONAL DETAILS (THE COMPLAINANT)

Title: First Name: Last Name:

Address:

Telephone (home):

Telephone (work):

Mobile:

Email Address:

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

DETAILS OF THE COMPLAINT:

In the space below, please outline your complaint, providing full details including:

- Full details of the complaint (e.g. what happened, where it happened, to whom it happened, when it happened).
- Why do you believe the PMSA Child Safeguarding Processes have not been followed.

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 the nature of the 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 the information they may be able to provide.

- **Outcome you are seeking:**

Please specify the outcome you are seeking.

Please sign and date this form. In signing this form, you confirm that the information you have provided is true and accurate to the best of your knowledge.

Please submit your completed form via email to headmaster@bbc.qld.edu.au or post to Headmaster, Brisbane Boys' College, 55 Kensington Terrace, Toowong 4066. If your complaint involves the Headmaster, please submit your completed form to the PMSA Board Chair at: companysecretary@pmsa-schools.edu.au.

Signature:

Date:

Print or Type Name: