

PP025 Complaints Child Safety and Wellbeing Policy

Purpose

This Complaints policy for Child Safety and Wellbeing outlines Building Skills Centre's approach to managing Child Safety and Wellbeing complaints and ensures that all students, staff, employers, parents and other stakeholders are aware of the steps to take to have their complaint addressed in a fair, efficient and confidential manner.

The process aims to be easily understood, culturally respectful and child focused that is available to all.

Definitions

Complaint - is an expression of dissatisfaction with an action taken, decision made, or service provided, or with the failure to provide a service, take action or make a decision at Building Skills Centre.

For the purposes of this Policy, a "child safety and wellbeing-related complaint" includes any disclosure, allegation, suspicion, concern or internal report of:

- A breach of the Building Skills Child Safety and Wellbeing Codes of Conduct and Statement of Commitment
- A child safety incident or concern alleged to have occurred, be occurring or be at risk of occurring at Building Skills Centre
- Reportable Conduct
- Staff misconduct

Any complaint about the Building Skills Centre response to or management of a child safety incident or concern, including complaints alleging non-compliance with our Child Safety and Wellbeing Policy

Scope

This policy applies to all students, prospective students, clients, staff and other stakeholders of Building Skills Centre.

Policy

1. Child safety and Wellbeing complaints

- 1.1 The Child Safety and Wellbeing complaints process is to assist Staff, Parents, Students and where relevant Community members if they wish to raise a Child Safety and Wellbeing complaint with Building Skills Centre.
- 1.2 Any complaint regarding the safety and wellbeing of a Building Skills Centre student will be taken seriously and thoughtfully, always taking in to consideration the welfare of the student. Building Skills Centre will always validate the thoughts and feelings of the student and their experiences.
- 1.3 Building Skills Centre will be transparent in its approach to the complaint at all times and ensure the student involved has a clear understanding of the process to be followed.
- 1.4 If a student has a complaint about another student, or staff they may use the Child Safety and Wellbeing complaints process to address their concerns.
- 1.5 All issues no matter how big or small will be managed.
- 1.6 Building Skills Centre is open to assisting any student with any issue.
- 1.7 All complaints will be reported to the Child Safety Officers.

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