

PP025 Complaints Child Safety and Wellbeing Procedure

Purpose

This procedure 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 the 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.

Procedure

1. Complaints for Child Safety and Wellbeing

7.1	<p>Complaint against another Building Skills Centre Student</p> <ul style="list-style-type: none"> ◆ If a student has a complaint against another student, they should contact their trainer in the first instance via conversation. ◆ The trainer will contact a child safety officer (CSO) Dale Emmerson: 0402 032 496 Stephen Smith: 0407 553 397 ◆ The CSO will respond to complaints or grievances against another student that attends the Building Skills Centre. The complaint may be dealt with under the Student Code of Conduct or the Child Safety and Wellbeing Policy and procedures. 	<p>Student Trainer CSO Where relevant parent/guardian</p>
7.2	<p>Complaint against a Building Skills Centre (BSC) staff member</p> <ul style="list-style-type: none"> ◆ If a student has a complaint against a BSC staff member the students’ parents/carers, or a relevant member of the community, or if the student would prefer to speak with someone other than their trainer, they may submit their 	<p>Student Trainer CSO</p>

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	<p>concern to the Child Safety Officers</p> <p style="text-align: center;">Dale Emmerson: 0402 032 496 Stephen Smith: 0407 553 397</p> <p>Or by emailing</p> <p style="text-align: center;">dale@buildingsskillscentre.com.au stephen@buildingsskillscentre.com.au</p>	Where relevant parent/career guardian
7.3	<p>Complaints in regard to Child Safety and Wellbeing at Building Skills Centre training sites</p> <ul style="list-style-type: none"> ◆ Building Skills Centre takes all complaints and concerns regarding child safety and wellbeing seriously and will thoroughly and sensitively investigate all complaints and concerns. ◆ Information should be provided to the Building Skills Centre trainer in the first instance and as soon as practical via direct contact. (classroom) ◆ All complaints are treated as confidential and a matter between the parties involved. ◆ The trainer will contact the Child Safety Officers for further consultation and assistance ◆ The safety and wellbeing of the student is always a priority in these circumstances. All complaint records will be kept in secure files on the BSC's IT Servers. ◆ The Child Safety Officers will determine further action regarding a complaint including the need to escalate to a mandatory report. ◆ Any students involved in the complaint will be addressed with the strictest confidence. ◆ Students will be encouraged to bring a support person to any meetings involving child safety concerns. ◆ Where appropriate the Child Safety Officers will report back resolutions to the initial complainant 	<p>Student</p> <p>Trainer</p> <p>CSO</p> <p>Where relevant parent/career guardian</p>

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