POLICY TITLE: SCHOOL COMPLAINTS HANDLING POLICY

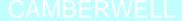**DEVELOPED / REVIEWED BY**

Principal

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- x The nature of the complaint
- x The action taken to resolve the complaint
- x The action taken to lessen or prevent the issue from recurring
- x The time taken to resolve the complaint
- x Further action taken if the complaint was not resolved

Complaints Relating to Reportable Conduct

As of 1 July 2017, the Victorian Government legislated for the introduction of a Reportable Conduct Scheme (RCS) to improve how organisations respond to allegations of child abuse and child-related misconduct by employees, volunteers, and contractors.

Legal obligations are imposed on the College Principal to report to the Commission for Child and Young People (CCYP), and investigate allegations of reportable conduct, where those allegations are based on a person's reasonable belief that reportable conduct
Reportable conduct includes the following:

- x Sexual offences against, with or in the presence of a child
- x Sexual misconduct against, with or in the presence of a child
- x Physical violence against, with or in the presence of a child
- x Behaviour that causes significant psychological or emotional harm
- x Significant neglect

Complaints relating to a reportable conduct allegation which meets the requisite threshold, and which involves a Siena College employee (which amongst others, can include a teacher, principal, volunteer or contractor) must be reported.

Complaints of reportable conduct in relation to an employee (other than a Principal) at Siena College should be reported to the Principal. In the case of a serious complaint involving the Principal of Siena College, the Chair of the College Board may be contacted. Siena College is one of the education ministries of Dominican Education Australia (DEA) and it has an incorporated Board overseeing governance at a local level. The Siena Board can be contacted through the Company Secretary: tJUREE@siena.vic.edu.au The DEA Chair can be contacted through the DEA office: admin@dominicaneducationaustralia.com

Further information can be found in the College Reportable Conduct Policy
https://sienacentral.siena.vic.edu.au/send.php?id=46655

Procedures for Complaints about Issues at Siena College

Siena College has developed and maintains a fair, effective and efficient complaints-handling procedure so that complaints about events or decisions at Siena College can be addressed. The following steps can guide the procedure in making a complaint about issues arising at Siena College.

Clarify the issue

- x Be clear about the topic or issue to be discussed
- x Be mindful of the need to ascertain all the facts relating to the circumstances of the topic or issue.
- x Think about what an acceptable outcome would be
- x Check and observe the Siena College complaints handling policy

In the Committee's deliberations it is important to identification of associated risks. Some sample questions are included for referral.
Answers are to be documented as part of the policy.

1. Faith and Catholic Identity.   Identify any risks to Catholic Identity or Dominican charism of the school. How will this policy harm or enhance either?

2. Reputation.