



## CHILD SAFE STANDARD 7

Ensure that processes for complaints and concerns are child focused.

### Overview

This standard focuses on ensuring that schools have complaints processes that are child-focused, culturally safe and accessible to everyone.

Schools must have policies, procedures and practices to

- have a complaints handling process focused on students and their safety needs
- take complaints and concerns seriously
- respond promptly and thoroughly
- identify and respond to all forms of child abuse
- report child abuse to relevant authorities, whether there is a legal obligation to report it.

### Benefits of child-focused complaints processes

Making a complaint can be challenging. Complaints are more likely to be raised when there are clear, well-communicated policies and procedures for concerns or allegations.

Complaints handling processes need to focus on students and their safety needs. The process should be able to handle all kinds of complaints and concerns. A complaint might reveal a bigger issue or prevent a situation from escalating.

Empowering students to raise low-level concerns improves the likelihood that they will feel comfortable making a disclosure or reporting abuse.

Staff, volunteers and families can report concerns more easily if the school has procedures that are child-friendly and accessible to students and the school community.

### Actions schools must take

To comply with this standard, at minimum, schools must ensure they have:

- a complaints handling policy which:
  - is publicly available and accessible
  - is child-focused
  - is culturally safe and easily understood by the school community
  - has information about the process for making a complaint about the school or any person within the school
  - requires that complaints are taken seriously and responded to promptly and thoroughly.
- procedures for responding to complaints or concerns relating to child abuse that is:
  - publicly available and accessible
  - child-focused
  - culturally safe and easily understood by the school community
  - ensures complaints are taken seriously and responded to promptly and thoroughly
  - covers all forms of child abuse
  - sensitive to the characteristics of the school community
  - able to address reporting of complaints and concerns to relevant authorities, whether or not the law requires reporting, and cooperate with law enforcement
  - able to provide details of recordkeeping, reporting, privacy and employment law obligations to be met when responding to complaints and concerns



# Whorouly Primary School

## Related documents and Policies:

- [Child Safety Responding and Reporting Obligations Policy and Procedures](#)
- [Complaints Policy](#)
- [Student Wellbeing and Engagement Policy](#)
- [Bullying Prevention Policy](#)