



# John Calvin School

## RECORD DOCUMENTS FOR COMPLAINTS / ISSUES

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Everyone in your organisation should be confident that complaints, issues concerns will be dealt with openly, honestly and fairly.

Everyone in your organisation should know to report any serious concerns about the safety or welfare of a child or any person within the school immediately to the Principal, Assistant Principal or compliance officer (Business Manager)

Your organisations Child Protection Policy, Code of Conduct and Student Welfare Policy should provide details as to the process and procedures to follow. These forms may be helpful.

### **All complaints should be reported and this includes:**

Discrimination, harassment, bullying, victimisation, unfair treatment of any member.

In appropriate behaviour around young participants by anyone irrespective of their role or title, or whether they are a person employed by the school or not.

Suspicion of abuse or harm to a child or person requires immediate action.

### **Recording of a complaint or incident is a confidential process.**

Confidential Record of complaint or issue – to be used by the Principal, Assistant Principal or designated committee person.

Confidential Record of allegation / suspicion of child abuse

Confidential Record of Mediation – to be used by those who conduct a mediation.

Record of Tribunal Decision

Principles to be followed when completing a report of a complaint, issue or concern:

- Treat all complaints seriously.
- Deal with complaints promptly, sensitively and confidentially.
- Maintain a calm attitude. Do not pre-judge the situation.
- Ask the complainant if they will consent to you taking notes.
- Write the description of the complaint /issue using the complainant's own words.
- Find out the nature of the relationship between the complainant and the person complained about (for example, coach/competitor, team members, etc)
- Ask the complainant whether they fear victimisation or other consequences.

- Find out what outcome the complainant wants and if they need any support.
  - Ask the complainant how the complaint to be dealt with under the policy.
  - Keep the complaint confidential and do not disclose it to another person without the complainant's consent except if disclosure is required by law (for example, a report to police and/or government authorities) or if disclosure is necessary to effectively deal with the complaint.
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**CONFIDENTIAL - RECORD OF COMPLAINT / ISSUE**

[illegible]

| <b>CONFIDENTIAL - RECORD OF COMPLAINT / ISSUE</b> |                                                                                                   |
|---------------------------------------------------|---------------------------------------------------------------------------------------------------|
| Methods (if any) of attempted resolution          |                                                                                                   |
| Support person (if any)                           |                                                                                                   |
| Resolution procedures followed (outline)          |                                                                                                   |
| If investigated: Finding -                        |                                                                                                   |
| If went to hearing tribunal:<br>Decision -        |                                                                                                   |
| Action recommended -                              |                                                                                                   |
| If mediated:<br>Date of mediation -               |                                                                                                   |
| Record mediation form completed                   |                                                                                                   |
| Any other action taken – agreement signed off     |                                                                                                   |
| If went to appeals tribunal:<br>Decision          |                                                                                                   |
| Action recommended                                |                                                                                                   |
| Resolution                                        | Less than 3 months to resolve<br>Between 3 – 8 months to resolve<br>More than 8 months to resolve |
| Completed by                                      | Name:                                                                                             |
|                                                   | Position:                                                                                         |
|                                                   | Signature:...../...../.....                                                                       |
| Signed by:                                        | Complainant:                                                                                      |
|                                                   | Respondent:                                                                                       |

This record and any notes must be kept in a confidential place and copies provided to the police and/or relevant government agencies - if required

## CONFIDENTIAL - RECORD OF CHILD ABUSE ALLEGATION / SUSPICION

|                                                                                                              |                                                                |                                      |
|--------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|--------------------------------------|
| Complainant's Name (if other than the child)                                                                 |                                                                | Date Complaint Received:     /     / |
| Role/status                                                                                                  |                                                                |                                      |
| Child's name                                                                                                 |                                                                | Age:                                 |
| Child's address                                                                                              |                                                                |                                      |
| Person's reason for suspecting abuse (e.g. observation, injury, disclosure)                                  |                                                                |                                      |
| Witnesses (if applicable)                                                                                    | Name (1):<br>Contact details:<br>Name (2):<br>Contact details: |                                      |
| Interim action (if any) taken (to ensure child's safety and/or to support needs of person complained about)  |                                                                |                                      |
| Police contacted<br><a href="#">Strong Families Safe Kids</a><br><a href="#">1900 000 123</a><br>(if needed) | Who:<br>When:<br>Advice provided:                              |                                      |
| Government agency contacted<br><a href="#">Strong Families Safe Kids</a><br><a href="#">1900 000 123</a>     | Who:<br>When:<br>Advice provided:                              |                                      |
| Board Chairperson contacted                                                                                  | Who:<br>When:                                                  |                                      |
| Police and/or government agency investigation                                                                | Finding:                                                       |                                      |
| Internal investigation (if any)                                                                              | Finding:                                                       |                                      |
| Action taken                                                                                                 |                                                                |                                      |
| Completed by                                                                                                 | Name:<br>Position:<br>Signature:...../...../.....              |                                      |

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## CONFIDENTIAL - RECORD OF MEDIATION

|                                                                     |                             |
|---------------------------------------------------------------------|-----------------------------|
| Present at Mediation                                                |                             |
| Date of mediation                                                   |                             |
| Venue of mediation                                                  |                             |
| Mediator                                                            |                             |
| Summary of mediation<br>(minutes attached)                          |                             |
| Outcome of mediation<br><br>Details of agreement                    |                             |
| Follow-up to occur (if required)                                    |                             |
| Completed by:                                                       | Signature:...../...../..... |
| Signed by:<br>Complainant (signature)<br><br>Respondent (signature) |                             |

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## CONFIDENTIAL - RECORD OF TRIBUNAL DECISION

|                                                      |                                                   |
|------------------------------------------------------|---------------------------------------------------|
| Tribunal Members                                     |                                                   |
| Tribunal Hearing Date and venue                      |                                                   |
| Tribunal Decision (attach report)                    |                                                   |
| Action recommended and any follow up report required |                                                   |
| Decision Appealed<br>Date of Appeal lodged           |                                                   |
| Appeal Hearing Date                                  |                                                   |
| Appeal Decision (attach report)                      |                                                   |
| Action Recommended                                   |                                                   |
| Completed by                                         | Name:<br>Position:<br>Signature:...../...../..... |
| Signed by:                                           | Complainant;<br><br>Respondent;                   |

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