

ST. THERESE'S PRIMARY SCHOOL

Albion Street, Kennington 3550



Child Protection Complaints Management

St. Therese's School is committed to providing a safe and nurturing culture for all children and young people at the St Therese's School by:

Empowering families, children, young people and staff to have a voice and raise concerns.

St. Therese's School in partnership with the St Therese's School community, will ensure children and young people are engaged and active participants in decision-making processes, and in particular, the policies that impact on their safety.

This means that the views of staff, children, young people, families of students and the wider community are taken seriously.

The School has developed a Complaints Handling Program to ensure that any child protection-related feedback, comments or complaints from School community members and relevant stakeholders are captured, analysed and acted upon where appropriate.

This may include feedback about certain staff members or volunteers, or the School's Child Protection Program.

When a complaint is made to the School it is important for the School to consider whether the complaint raises any concerns about unreported abuse and/or risk of abuse at the School.

The Advisory Board, staff including the Principal, Volunteers, Third Party Contractors and External Education Providers must follow the School's Procedures for Responding to and Reporting Allegations of Child Abuse if any information received with a complaint leads to new grounds for a reasonable belief or suspicion that a student may be subject to, or at risk of, any unreported abuse.