



COMPLAINTS PROCEDURE NON-COMPLIANCE WITH STUDENT PROTECTION PROCESSES

1.0 Introduction

Villanova College is committed to ensuring that all staff comply with their responsibilities as detailed in the Student Protection Processes for Queensland Catholic School Authorities – Villanova College (hereinafter referred to as Student Protection Processes). This complaints procedure is to address allegations of non-compliance with Student Protection Processes – in accordance with the *Education (Accreditation of Non-State Schools) Act 2017*. Villanova College takes all allegations of non-compliance with Student Protection Processes seriously.

2.0 What is the aim of this complaints procedure?

The procedure aims to:

- Provide a complainant with access to an open and responsive complaints handling process;
- Enhance the ability of Villanova College to resolve complaints in a consistent, systematic and responsive manner; and
- Assist Villanova College to provide a child centered approach to resolving complaints.

3.0 Overview of the procedure

Step 1: Complainant completes the 'Record of Complaint about Non-Compliance with Villanova College Student Protection Processes (Form) and submits it (see the end of this procedure document for the form);

Step 2: Villanova College receives the completed Form and the Principal assesses the available material; if the complaint is against the Principal, contact the Board Chair at Chairman@vnc.qld.edu.au

Step 3: The Principal or Board Chair determines the appropriate actions to resolve or respond to the complaint; and

Step 4: If appropriate, Villanova College may instigate a systems review or confidential disciplinary process.

4.0 What type of complaint is covered by this procedure?

Only complaints about non-compliance with Student Protection Processes may be made under this procedure. Other complaints should be referred to the College to manage in the first instance, or if the complaint concerns the Principal, contact the Board Chair at Chairman@vnc.qld.edu.au



5.0 Who may lodge a complaint?

Any person may lodge a complaint following the processes described in this procedure, where they believe that a staff member has not complied with the Student Protection Processes.

6.0 How is a complaint lodged?

If you have a complaint relating to non-compliance with Student Protection Processes you are requested to lodge your complaint on the Record of Complaint about Non-Compliance with Villanova College Student Protection form which may be accessed at the back of this procedure document.

Completed forms may be lodged by:

- Sending an email to Principal@vnc.qld.edu.au
- Posting to Principal, Villanova College, PO Box 1166, Coorparoo. Q 4151

7.0 Why do I have to fill in a form?

The Record of Complaint about Non-Compliance with Villanova College Student Protection Processes form will help you to provide Villanova College with the information required to assess your complaint and determine what action can be taken. Please complete all the questions on the form. If you have any questions or require assistance to complete the form please telephone the Principal on 07 33945690.

8.0 What information is requested on the form?

You are requested to provide your name and contact details. You may make an anonymous complaint; however, the complaint will only be able to be assessed and progressed where sufficient details are provided. Insufficient information may mean that further action by Villanova College may be limited.

In addition, you are requested to provide:

- The details of the staff member who you believe may not have complied with Student Protection Processes;
- The details of your concern;
- Other information which you believe may be relevant, and
- The outcome you wish to see/how you would like the issue resolved.



9.0 What happens when my complaint is received by the Principal?

The Principal will acknowledge receipt of your complaint form and provide you with a timeframe for addressing your complaint, assess the complaint and decide the most appropriate course of action to address your complaint. This may include:

- Telephoning or meeting with you to clarify your complaint;
- Coordinating any enquiry necessary in order to address the complaint;
- Facilitating remedial action if student protection processes have not been followed; and
- Communicating with you at the conclusion of the process.

In some circumstances Villanova College may conduct a systems review coordinated by the Principal in order that Villanova College may improve its processes. A complaint may also progress to confidential disciplinary action against an employee.

10.0 Will my information be stored confidentially?

Yes. Villanova College treats all information in its possession with a high level of confidentiality. Procedures are in place to secure files and prevent unauthorized access.

11.0 Unsure about whether you should make a complaint to Villanova College?

If you wish to seek further information about making a complaint about non-compliance with Student Protection Processes - please speak with the Principal on 07 33945690.



RECORD OF COMPLAINT FORM

About non-compliance with Villanova College Student Protection Processes

Introduction

The following questions should be used as a guide to help you determine whether or not your complaint is a relevant complaint for Villanova College to manage under this non-compliance with Student Protection Processes procedure. Information about the procedures and Student Protection Processes may be accessed [here](#).

Completed forms may be lodged by:

- Sending an email to Principal@vnc.qld.edu.au
- Posting to Principal, Villanova College, PO Box 1166, Coorparoo. Q 4151

If you need assistance to complete the form please contact the Principal on 07 33945690 or if the complaint is against the Principal, contact the Board Chair at Chairman@vnc.qld.edu.au

1. Is your complaint about a staff member who may have behaved inappropriately toward a student that has not yet been reported to the Villanova College Principal?
If 'YES', you should report the matter immediately to the Villanova College Principal (or the Board Chair if the matter involves the Principal) and not proceed with this process.
2. Is your complaint about someone who may have significantly harmed a student that has not yet been reported to the Villanova College Principal?
If 'YES' you should report the matter immediately to the Principal (or the Board Chair if the matter involves the Principal) and not proceed with this process.
3. Is your complaint about someone sexually abusing or likely to sexually abuse a student that has not yet been reported to the Villanova College Principal?
If 'YES', you should report the matter immediately to the Principal (or the Board Chair if the matter involves the Principal) and not proceed with this process.
4. Does your complaint relate to a student protection matter (i.e. sexual or likely sexual abuse a student, significant harm to a student or inappropriate behavior by a staff member towards a student) that has already been reported to the College and which you believe has not been managed in accordance with



Student Protection Processes?

If 'YES', complete the remaining questions on this form to assist us to manage your complaint.

If "NO", please direct your concern to the Principal in the first instance.

The following Record of Complaint about Non-Compliance with Villanova College Student Protection Processes will help Villanova College with information to assess your complaint and determine what action can be taken.

Please complete all questions on the form.



RECORD OF COMPLAINT ABOUT NON-COMPLIANCE WITH VILLANOVA COLLEGE STUDENT PROTECTION PROCESSES

Your personal details (the complainant)

Title:

First name:

Last name:

Address:

Telephone (h):

Telephone (w):

Mobile:

Email:

Please specify in what capacity that you are making the complaint (student, former student, parent, guardian, staff member, etc):

Details of the staff member you are complaining about

Staff member's name:

Role:



Details of the complaint

In the space below, please outline the details of the complaint, providing full details including:

- What the particular complaint is about
- Full details of the complaint (what happened, where it happened, to whom it happened, when it happened)
- Why you believe that the Student Protection Processes have not been followed

If you do not have enough space, please attach a separate sheet to this form.



Further information; referral to others persons/agency

If you have referred this complaint to another person or agency e.g. the Police or Child Safety, what was the outcome of the complaint? What were you advised? Please attach copies of any relevant documents.

Witnesses

If any other person can provide information about the complaint, please provide their names, contact details and what information they may be able to provide.

Documents/Other evidence

Attach copies of any documents or other evidence relevant to your complaint (e.g. letters, photographs, statements from witnesses or other people). If you cannot provide the documents/evidence, please provide details of who has access to the documents/evidence or how this can be obtained, and what information they may be able to provide.



Outcome you are seeking

Please specify the outcome you wish to achieve by making a complaint to Villanova College about non-compliance with Student Protection Processes.

Please sign and date this form:

The information contained in this form is true and accurate to the best of my knowledge.

Signature:

Date:

Name: