



complainant fails to acknowledge the response from the School within 10 days of the complaint is found to be frivolous or vexatious the School will consider the matter closed

Step 5

If the initial response is not accepted by the complainant before the matter is closed and the complainant requests a review, the matter will be reviewed by the Principal or their delegate

The School aims to initiate this review process within five business days of the complainant requesting the review and to complete the review in a reasonable time. A review requested near or during a school vacation period may take longer to complete.

The Principal or their delegate may seek additional information from the complainant and others as part of the review and will assess the merits of the complaint, the investigation process and the findings in accordance with the School's procedures, as a legal obligation, and the principles of procedural fairness. The Principal or their delegate will then make a final determination and formulate a resolution if appropriate.

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7. Allegations of Staff Misconduct or Reportable Conduct

Staff misconduct is a broad term that could include breaches of law, professional boundaries, codes of conduct or standards of behaviour

Determinations of staff misconduct are reviewed against Redlands Values, the Employee Code of Conduct and the Bullying, Harassment, Discrimination and Sexual Misconduct Policy

Reportable conduct refers to specific types of allegations or findings of misconduct or behaviour that poses a risk to the safety and wellbeing of children. The Children's Guardian Act 2019 defines reportable conduct as:

a sexual offence (such as sexual touching of a child, grooming and production, dissemination or possession of child abuse material)

sexual misconduct (that is, conduct towards a child that is sexual in nature (but is not a sexual offence), including descriptions of sexual acts, sexual comments, conversations or communications and comments to a child expressing a desire to act in a sexual manner towards the child or another child)

ill-treatment of a child (conduct that is unreasonable and seriously inappropriate, improper, inhumane or cruel)

neglect of a child (a significant failure of a parent or carer to provide necessities such as food, clothing, medicine, shelter or supervision)

an assault against a child (including the threat of physical harm)

an offence under s 43B (failure to protect) or s 316A (failure to protect)



Redlands Child Safeguarding Policy

Procedures for Handling Child Safeguarding Matters

Redlands Student Anti-Bullying and Harassment Policy

Bullying Harassment, Discrimination and Sexual Misconduct Policy

Whistleblower Protection Policy

9. Related Legislation

Education Act 1990 (NSW)

Children and Young Persons (Care and Protection) Act 1998

Children's Guardian Act 2019

Child Protection (Working with Children) Act 2012

10. Policy Review and Evaluation

This policy will be reviewed as part of the School's ~~three~~ year review cycle or earlier if legislative, regulatory or operational circumstances render it appropriate. This review should evaluate the effectiveness of the policy.

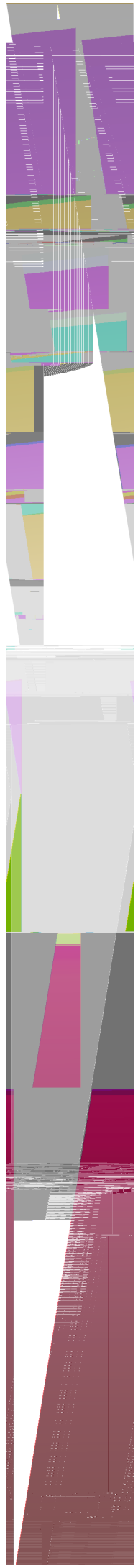


WHOLE SCHOOL
OPERATIONS

Area of concern

First contact

Second contact





Appendix 2: Record of complaint

Please complete relevant fields in as much detail as possible.

Date of complaint lodgement	
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