



## Managing Child Safety Complaints or Allegations

Mandurah Baptist College takes seriously its commitment to student safety and wellbeing. We provide a safe environment where students are protected from all forms of harm.

The College will immediately respond to student safety incidents, complaints or allegations of grooming, child abuse and breaches of the codes of conduct in the best interests of students and in accordance with College policies and procedures. Incidents will be reported promptly to the appropriate authorities by following College procedures.

Parents and guardians can access copies of the Staff and Student Codes of Conduct via the College website.

### What is a Child Safety Complaint or Allegation?

It is a concern or complaint about, or allegations of, child abuse, grooming or other harm, whether involving former or current staff or students, another person on College grounds or during school related activities.

### Terminology used

*Child abuse* includes physical abuse, emotional or psychological abuse, family and domestic violence, neglect and sexual abuse.

*Harm* can take many forms such as intentional and unintentional physical and emotional harm, accidental injury, exposure to physical hazards, bullying and cyberbullying, child abuse and neglect, exposure to violence and grooming.

### How to Report a Concern or Make a Complaint?

Parents and guardians may choose to discuss their concerns with the Principal in person, by telephone or via email.

- If your concern or complaint relates to a student in Primary School, you may choose to discuss your concern with Mr Rob Gratton in person, by telephone on 08 9583 7070 or via email at [primaryprincipal@mbc.wa.edu.au](mailto:primaryprincipal@mbc.wa.edu.au).
- If your concern or complaint relates to a student in Senior School, you may choose to discuss your concern with Mr Matt Dusci in person, by telephone on 08 9583 7000 or via email at [matthewd@mbc.wa.edu.au](mailto:matthewd@mbc.wa.edu.au).

Contractors, volunteers, visitors, or other community members who have concerns that a child may be at risk of abuse or harm are to discuss their concerns with the Principal.

If the complaint is about a sensitive matter regarding the Principal, the complaint can be

made in writing, addressed to "The Board Chair, Mandurah Baptist College, PO Box 4116, Mandurah North WA 6210".

### **Managing Concerns, Complaints or Allegations Received**

The Principal will immediately respond to any reports received in the best interests of students and in accordance with College Policies and Procedures.

Depending on the nature of the student safety incident, the Principal will, if required by law, report the incident to the Department of Communities, Child Protection and Family Support (CPFS), the Police and/or other appropriate authorities.

The Principal will nominate appropriate staff to assist in coordinating responses to student safety incidents.

The Principal will also ensure that support is provided to any student, staff member and family members impacted by the incident. In particular, we ensure that they are informed about advocacy and support services which may be available to assist them.

### **Confidentiality**

Confidentiality applies with respect to both information relating to the person making the complaint, and, if relevant to a person against whom a complaint is made. The College is committed to maintaining the confidentiality of information throughout the complaints process.

Except to the extent permitted by law and for legal purposes, personally identifiable information about a complainant will only be made available for the purpose of addressing the complaint and (unless the complainant consents) will be actively protected from disclosure.