

CHILD SAFETY AND WELLBEING Complaints Process

AL SIRAAT COLLEGE INC

Association No. A0051356N
ABN 96 957 841 991

A registered independent school under the Education Training and Reform Act 2006 (Vic)

A registered charity with the Australian Charities and Not-for-profits Commission

Version 2 – 24 February 2026



AL SIRAAT
COLLEGE

1 INTRODUCTION

Al Siraat College is committed to ensuring the safety and well-being of all children and young people in its care. This policy outlines our procedures for addressing complaints and concerns, with a focus on being accessible, child-centred, culturally safe, and compliant with Australian legal standards.

Inspired by the Quranic verse:

“Indeed, Allah commands you to render trusts to whom they are due and when you judge between people to judge with justice.” (Quran 4:58),

We strive to uphold trust, fairness, and accountability in all our actions.

2 OBJECTIVES

This policy aims to:

- 2.1 Outline clear and accessible procedures for making and managing complaints.
- 2.2 Define roles and responsibilities of staff, leadership, and volunteers in complaint handling.
- 2.3 Provide processes for dealing with various complaints, including breaches of policies or codes of conduct.
- 2.4 Ensure compliance with legal obligations, including reporting and recordkeeping.
- 2.5 Establish procedures for addressing concerns related to child abuse.

3 SCOPE

This policy applies to all members of the Al Siraat College community, including students, parents, guardians, staff, volunteers, contractors, and visitors.

4 PRINCIPLES

- 4.1 **Child Focused:** Complaints involving children are managed with their safety and wellbeing as the highest priority.
- 4.2 **Cultural Safety:** Processes respect the diversity of our school community and uphold cultural inclusivity.
- 4.3 **Islamic Values:** The principles of fairness (*Adl*) and consultation (*Shura*) underpin all actions.
- 4.4 **Legislative Compliance:** The College adheres to the *Child Wellbeing and Safety Act 2005 (Vic)*, *Victorian Child Safe Standards (July 2022)*, mandatory reporting laws, and the *Reportable Conduct Scheme*.

5 COMPLAINT HANDLING PROCEDURES

5.1 Making a Complaint:

- 5.1.1 Complaints may be submitted verbally, in writing, or online.
- 5.1.2 For child safety concerns, contact the Senior Child Safety Officer or another Child Safety Officer (Refer to Child Safety-Make a report for contact details).

5.1.3 If the complaint involves the Principal, it should be referred to the Chairperson of the Committee (Committee@alsiraat.vic.edu.au).

5.2 Responsibilities:

5.2.1 **Leadership:** Ensure thorough, prompt, and fair handling of complaints and compliance with reporting obligations.

5.2.2 **Staff:** Be vigilant in identifying and reporting concerns as per the procedures.

5.2.3 **Volunteers and Contractors:** Uphold the College's standards for child safety and wellbeing and report any concerns immediately.

5.3 Addressing Complaints:

5.3.1 Minor complaints will be addressed promptly through informal processes.

5.3.2 Formal complaints, including those relating to breaches of policies or misconduct, will follow investigation procedures.

5.3.3 Complaints concerning child safety will be reported to external authorities, including the Social Services Regulator (SSR). The College will follow the Four Critical Actions for complaints concerning child safety: [PROTECT Four Critical Actions](#)

6 REPORTING OF CHILD ABUSE

6.1 Immediate Reporting:

6.1.1 Any suspicion of child abuse must be reported to the Victorian Police and/or the SSR as a priority.

6.1.2 The child's safety and wellbeing will be safeguarded throughout the reporting and investigative process.

6.2 Investigations:

6.2.1 Investigations will adhere to principles of procedural fairness and natural justice.

6.2.2 Independent investigators may be engaged to ensure impartiality and thoroughness.

6.3 Accessibility:

6.3.1 This process will be made available to the wider community via the College website.

6.3.2 This process will be made available to staff, students, parents and guardians via the College Learning Management System (LMS).

7 RECORDKEEPING

7.1 The College will maintain detailed records of complaints, investigations, and resolutions indefinitely, in accordance with privacy and employment law obligations. In addition the retention requirements under the Public Office of Records Victoria (POVR) will be followed for all child safety complaints/concerns.

7.2 All information related to complaints will be treated with confidentiality, and records will only be accessed by authorised personnel.

8 MONITORING AND REVIEW

8.1 The College will:

8.1.1 Conduct an annual review of this policy to ensure compliance with updated legislation and alignment with best practices.

8.1.2 Seek feedback from the school community to enhance procedures.

9 REPORTING OBLIGATIONS

9.1 Notification to SSR:

9.1.1 Reportable allegations must be notified to the SSR within 24 hours.

9.1.2 A detailed course of action must be provided to the SSR within 30 days.

9.2 Cooperation with Authorities:

9.2.1 The College will fully cooperate with law enforcement and other regulatory bodies during investigations.

10 SPECIFIC RESPONSE TO CHILD ABUSE COMPLAINTS

10.1 Procedures cover all forms of child abuse, including physical, sexual (inclusive of grooming), emotional, and neglect. Definitions of different forms of abuse can be found in the Reportable Conduct Policy.

10.2 Complaints can be raised by or about students, staff, volunteers, contractors, or visitors.

10.3 Clear roles and responsibilities are outlined for responding to and managing such complaints.

11 RELATED DOCUMENTS

11.1 Child Safety and Wellbeing Policy

11.2 Child Safety and Wellbeing Code of Conduct

11.3 Reportable Conduct Policy

11.4 Child Safety-Make a Report

11.5 ASC Grievance Policy

12 DOCUMENT HISTORY

Date	Author	Version	Change Reference
Dec-2024	Leah Hamel	1.0	No previous document
Feb-2026	Leah Hamel	2.0	Update required as Reportable Conduct Policy updated with new requirements to report to SSR instead of CCYP

13 APPROVAL AND ADOPTION OF THIS PROCESS

The Child Safety and Wellbeing Complaints process was approved and adopted by the College Committee on 23 February 2026.