# CHILD SAFETY AND WELLBE Complaints Process

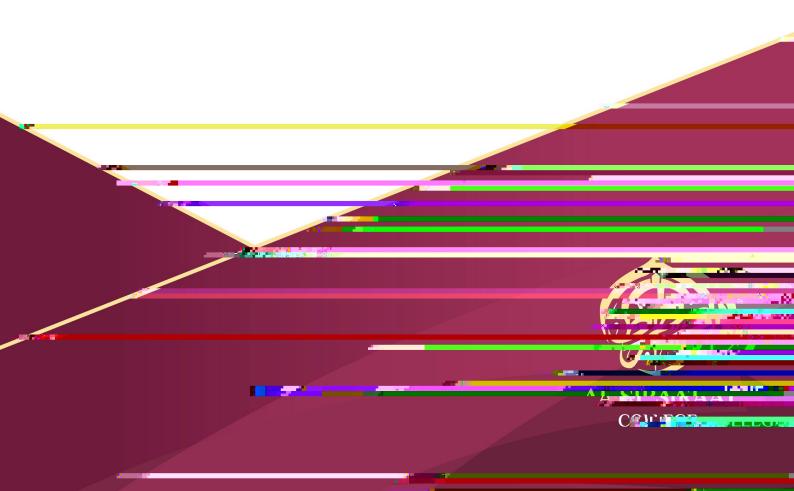
# AL SIRAAT COLLEGE INC

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 1-3 December 2024



#### 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),

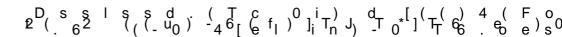
We strive to uphold trust, fairness, and accountability in all our actions.

#### 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 staf

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#### 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 CCYP:
  - 9.1.1 Reportable allegations must be notified to the CCYP within three business days.
  - 9.1.2 A detailed course of action must be provided to the CCYP 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.

# 13 APPROVAL AND ADOPTION OF THIS PROCESS

The Child Safety and Wellbeing Complaints process was approved and adopted by the College Committee on 11 December 2024