

# CHILD SAFETY AND WELLBE Complaints Process

---

## AL SIRAAAT 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 staff

Daiantocedurr 2 ((s)8.9 (f)-6.6 (or)5 ( )1and a)(f)-6.6add ( 2 ((s)8.9 s)-2 ((es)-2 2 (o)

2<sup>D</sup> (. 6<sup>2</sup> I s s d ) ( ( - u<sub>0</sub> ) -4 6 [ ( e f<sub>l</sub> )<sup>0</sup> ]<sub>i</sub> T<sub>n</sub> J) d<sub>T</sub> 0 \* [ ] ( T<sub>T</sub> 6 ) 4 ( F o ) s<sup>0</sup>



## **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