Complaints Procedure for Non-Compliance with our Student Protection Processes

Version 3.0	July 2026

INTRODUCTION

St Rita's College (the College) is child safe organisation and is committed to ensuring that all staff comply with their responsibilities as detailed in our Child Safety Policy and Student Protection Processes. This complaints procedure is to address allegations of non-compliance with student protection processes at the College in accordance with the *Education (Accreditation of Non-State Schools) Act 2017.* The College takes all allegations of non-compliance with child safety and student protection seriously.

PURPOSE

The procedure aims to:

- Provide a complainant with access to an open and responsive complaints handling process;
- Resolve complaints in a consistent, systematic and responsive manner; and
- Provide a student centred approach to resolving complaints.

The College has developed complaints handling processes, to enable:

- simple and appropriate avenues for students, staff, parents/carers and the wider community to make a complaint
- confidentiality and accessibility for all members of the College community.

Anyone can, at any time, make a complaint to the Principal, a Student Protection Contact or a trusted staff member in person, in writing or over the phone.

WHAT TYPE OF COMPLAINT IS COVERED BY THIS PROCEDURE

Only complaints about non-compliance with Student Protection Processes may be made under this procedure.

Child protection concerns or risks of harm to children should be dealt with in accordance with the Child Safety Policy, Student Protection Processes and Processes for Managing Child Safety Complaints and Breaches of the Child Safety Program.

Other complaints, which may include complaints involving children, may be referred to the College to manage in the first instance under Complaints Handling Policy.

WHO CAN LODGE A COMPLAINT?

Any person may lodge a complaint following the processes described in this procedure, where they believe that the College (or a representative such as an employee, volunteer or other person performing services for the College) has not complied with the College's Student Protection Processes.

COMPLAINT PROCEDURE

If you have a complaint relating to non-compliance with the College's Child Safety and Student Protection Processes you are requested to lodge your complaint on the Record of Complaint Form which may be accessed at the back of this procedure document.

Completed forms may be lodged by:

- Sending an email to principal@stritas.qld.edu.au or
- Posting to Principal, St Rita's College, 41 Enderley Road, Clayfield, Qld 4011.
- If the complaint concerns the Principal, the Board Chair at BoardChair@stritas.qld.edu.au

The process to follow when making a complaint is summarised below.

- **Step 1:** Complainant completes and submits the Record of Complaint Form.
- **Step 2**: The Principal assesses the available material. If the complaint is against the Principal, contact the Board Chair at BoardChair@stritas.qld.edu.au
- **Step 3:** The Principal or Board Chair determines the appropriate actions to resolve or respond to the complaint; and
- **Step 4:** If appropriate, the College may instigate a systems review or take confidential disciplinary action. The College is not required to notify any person of any action taken, unless required by law.

WHAT INFORMATION IS REQUESTED ON THE FORM?

You are requested to provide your name and contact details. You may make an anonymous complaint, however, the complaint will only be able to be assessed and progressed where sufficient details are provided.

In addition, you are requested to provide:

- The details of the staff member who you believe may not have complied with our Student Protection Processes;
- The details of your concern;
- Other information which you believe may be relevant, and
- The outcome you wish to see/how you would like the issue resolved.

The Record of Complaint Form will help you to provide the College with the information required to assess your complaint and determine what action can be taken. Please complete all the questions on the form. If you have any questions or require assistance to complete the form please telephone or email the Principal.

WHAT HAPPENS WHEN MY COMPLAINT IS RECEIVED BY THE PRINCIPAL?

The Principal/Board Chair will acknowledge receipt of your complaint form and provide you with next steps, assess the complaint and decide the most appropriate course of action to address your complaint. This may include, as appropriate in the circumstances:

- phoning or meeting with you to clarify your complaint;
- coordinating any enquiry in order to address the complaint;
- remedial action if student protection processes have not been followed;
- making any report required in the circumstances; and
- communicating with you at the conclusion of the process.

The College may conduct a systems review coordinated by the Principal in order to improve College processes. A complaint may also progress to confidential disciplinary action against an employee. The College is not required to notify any person of any action taken unless required by law.

WILL MY INFORMATION BE STORED CONFIDENTIALLY?

Yes. The College treats all information in its possession with a high level of confidentiality. Procedures are in place to secure files and prevent unauthorised access.

UNSURE ABOUT WHETHER YOU SHOULD MAKE A COMPLAINT?

If you wish to seek further information about making a complaint about non-compliance with Student Protection Processes please speak with the Principal on (07) 3862 1615 or principal@stritas.qld.edu.au or if it involved the Principal the Board Chair on BoardChair@stritas.qld.edu.au.

Record of Complaint Form

Non-Compliance with St Rita's College Student Protection Processes

St Rita's College, Ltd
ABN 61 054 678 349 | Telephone: +61 7 38621615 | 41 Enderley Road, Clayfield, QLD 4011 | PO Box 548, Clayfield, QLD 4011
www.stritas.qld.edu.au

INTRODUCTION

The following questions should be used as a guide to help you determine whether or not your complaint is a relevant complaint to manage under the St Rita's College non compliance with our Student Protection Processes. Information about our policies and processes is available on the College website.

Completed forms may be submitted by:

- Sending an email to principal@stritas.qld.edu.au or
- Posting to Principal, St Rita's College Ltd, 41 Enderley Road, Clayfield, Qld 4011.
- If the complaint concerns the Principal, The Board Chair at BoardChair@stritas.qld.edu.au

If you need assistance to complete the form please contact the Principal on 07 3862 1615 or if the complaint is concerns the Principal, contact the Board Chair at BoardChair@stritas.qld.edu.au

1. Is your complaint about a staff member, volunteer, or person engaged by the College who may have behaved inappropriately toward a student that has not yet been reported to the Principal?

Yes ☐ **No** ☐

If Yes you should report the matter immediately to the Principal (or the Board Chair if the matter involves the Principal) and not proceed with this process.

2. Is your complaint about someone who may have significantly harmed a student that has not yet been reported to the Principal?

Yes ☐ **No** ☐

If Yes you should report the matter immediately to the Principal (or the Board Chair if the matter involves the Principal) and not proceed with this process.

3. Is your complaint about someone sexually abusing or likely to sexually abuse a student that has not yet been reported to the Principal?

Yes ☐ **No** ☐

If Yes you should report the matter immediately to the Principal (or the Board Chair if the matter involves the Principal) and not proceed with this process.

4. Does your complaint relate to a student protection matter (i.e. sexual or likely sexual abuse of a student, significant harm to a student, inappropriate behaviour by a staff member towards a student or reportable conduct by a staff member or person engaged by the College towards a student) that has already been reported to the College and which you believe has not been managed in accordance with the St Rita's College Student Protection Processes?

Yes ☐ **No** ☐

If 'YES', complete the remaining questions on this form to assist us to manage your complaint.
If "NO", please direct your concern to the Principal in the first instance.

The following Record of Complaint about Non-Compliance with St Rita's College Child Safety and Student Protection Processes will provide the College with information to assess your complaint and determine what action can be taken.

Please complete all the questions on the form.

RECORD OF COMPLAINT FORM

Your Personal Details (The Complainant):

Title	
First Name	
Last Name	
Address	
Telephone (H)	
Mobile	
Email Address	
Please specify in what capacity you are making the complaint (*e.g. student, former student, parent, guardian, other*)	

Details of the person you are complaining about:

Name:	
Role/Position:	
School Name:	

Details of the complaint:

Please provide full details of your complaint including what happened, where it happened, to whom it happened and when it happened. Provide details below on why you believe College Student Protection Processes have not been followed.

If you do not have enough space below, please attach a separate sheet to this form

FURTHER INFORMATION:

Referral to other persons or agency:

If you have referred this complaint to another person or agency e.g. the Police or Child Safety, please provide details of the outcome of the complaint i.e. What were you advised? *Please attach copies of any relevant documents.*

Are there any witnesses?

If any other person can provide information about the complaint, please provide their names, contact details and what information they may be able to provide.

Documents / other evidence:

Attach copies of any documents or other evidence relevant to your complaint (e.g. letters, photographs, statements from witnesses or other people). If you cannot provide the documents/evidence, please provide details of who has access to the documents/evidence or how this can be obtained, and what information they may be able to provide.

Outcome you are seeking:

Please specify the outcome you wish to achieve by making this complaint.

Please sign and date this form:

The information contained in this form is true and accurate to the best of my knowledge.

Signature	
Date	
Name	

Disclaimer

When lodging a complaint, regard should be had to the Privacy Act 1988 (Cth) and the College's Policy on Privacy. This includes:

- Share personal information only with authorised College staff involved in the complaint process. Do not disclose details (particularly of other children) to other parents, students, or the public.

- Use official College channels (e.g., designated email, secure forms) and avoid informal platforms such as social media or messaging apps.

- Do not upload complaint details or personal information to AI tools, third-party apps, or unsecured systems.

- Provide only information relevant to the complaint and ensure it is factual to the extent possible.