



# Record of Complaint

## about Non- compliance with Rockhampton Catholic Education Student Protection Processes

If you believe a student has or is likely to be significantly harmed by a Catholic Education – Diocese of Rockhampton staff member or volunteer (including sexual abuse or likely sexual abuse) this should be reported directly to the police.

The following questions should be used as a guide to help you determine whether or not your complaint is a relevant complaint for Catholic Education – Diocese of Rockhampton to manage under this non-compliance with Catholic Education – Diocese of Rockhampton Student Protection Processes and Procedures. Information about the procedures and Catholic Education – Diocese of Rockhampton Student Protection Processes may be accessed here: <https://www.rok.catholic.edu.au/our-schools/student-protection/>.

### Submit the completed form either:

- by email to [director@rok.catholic.edu.au](mailto:director@rok.catholic.edu.au); or
- by post to the Diocesan Director, PO Box 524, ROCKHAMPTON QLD 4700

*In accordance with section 16(5) of the Education (Accreditation of Non-State Schools) Regulation 2017, the Diocesan Director of Catholic Education – Diocese of Rockhampton maintains a register for recording complaints about non- compliance with Rockhampton Catholic Education Student Protection Processes.*

If you need assistance to complete the form please contact Catholic Education’s Student Services Manager, on (07) 4994 8000.

1. Is your complaint about a Catholic Education – Diocese of Rockhampton staff member or volunteer who may have behaved inappropriately toward a student that has not yet been reported to the school/principal?

If Yes you should report the matter immediately to the school principal (or the Assistant to the Director: Schools if the matter involves the principal) and not proceed with this process.

Yes                      No



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

If Yes you should report the matter immediately to the school principal (or the Assistant Director: Schools if the matter involves the principal) and not proceed with this process.

Yes                      No

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

If Yes you should report the matter immediately to the school principal (or the Assistant Director: Schools if the matter involves the principal) and not proceed with this process.

Yes                      No

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 or inappropriate behaviour by a staff member towards a student) that has already been reported to the school and which you believe has not been managed in accordance with Catholic Education – Diocese of Rockhampton Student Protection Processes?

*Remember, if you believe a student has or is likely to be significantly harmed by a Catholic Education – Diocese of Rockhampton staff member or volunteer (including sexual abuse or likely sexual abuse) this should be reported directly to the police.*

If 'YES', complete the remaining questions on this form to assist us to manage your complaint.

If 'NO', please direct your concern to the school principal in the first instance.

Yes                      No

The following Record of Complaint about Non-Compliance with Catholic Education – Diocese of Rockhampton Student Protection Processes will help Catholic Education – Diocese of Rockhampton with information to assess your complaint and determine what action can be taken.

Please complete all the questions on the form.



## RECORD OF COMPLAINT ABOUT NON-COMPLIANCE WITH CATHOLIC EDUCATION - DIOCESE OF ROCKHAMPTON STUDENT PROTECTION PROCESSES

### YOUR PERSONAL DETAILS (THE COMPLAINANT)

Title:                                      First Name:                                      Last Name:

Address:

Telephone (home):                                      Telephone (work):                                      Mobile:

Email Address:

Please specify in what capacity you are making the complaint (e.g. student, former student, parent, guardian, other):

### DETAILS OF THE STAFF MEMBER YOU ARE COMPLAINING ABOUT:

Staff Member's Name: Role/Position:

School Name:

### DETAILS OF THE COMPLAINT:

In the space below, please outline your complaint, providing full details including:

- What the particular complaint is about.
- Full details of the complaint (e.g. what happened, where it happened, to whom it happened, when it happened).
- Why you believe Catholic Education – Diocese of Rockhampton 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 the Department responsible for Child Safety, what was the outcome of the complaint? What were you advised? Please attach copies of any relevant documents.



➤ 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 a complaint to Catholic Education – Diocese of Rockhampton about non-compliance with Catholic Education – Diocese of Rockhampton Student Protection Processes.



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

Please sign and date this form.

Print or Type Name:

Signature:

Date: