

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

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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