



**Complaint Handling Procedures  
regarding allegations of Staff Misconduct or  
Reportable Conduct**

*Foundation for Life*

# Complaints Handling Procedures

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# Complaint Handling Procedures regarding allegations of Staff Misconduct or Reportable Conduct

## 1. Related Policies

Please read this Procedure of Coast Christian School (“Coast”) in conjunction with our:

- Complaints and Grievances Policy
- Child Protection Policy
- Whistleblower Policy (if relevant)

(See also other related policies listed below in this Procedure)

## 2. Purpose of this Procedure

The purpose of this Procedure is to help stakeholders (which includes parents, students, staff and any other person who has a concern) understand how allegations of Staff Misconduct or Reportable Conduct about staff at Coast can be communicated to us and how they will be dealt with.

## 3. What is Staff Misconduct?

Staff Misconduct is:

- any conduct that puts a child (or other person) at risk of harm and/or
- any conduct that does not accord with our:
  - Child Protection Policy
  - Complaints and Grievances Policy
  - Staff Code of Conduct
  - All other School policies (you can telephone our office on 4368 3377 for copies of other policies)

## 4. What is Reportable Conduct?

The NSW Reportable Conduct Scheme is described in our Child Protection Policy.

Reportable Conduct means:

- a sexual offence
- sexual misconduct
- ill-treatment of a child
- neglect of a child
- assault against a child
- failure to protect OR failure to report offences
- behaviour causing significant emotional or psychological harm to a child

## **5. What if I become aware of Staff Misconduct or Reportable Conduct?**

1. If the conduct involves an immediate and serious harm to a child (or other person), call the Police on 000.
2. If the conduct falls within the above definition of Reportable Conduct, follow the steps set out in Child Protection Policy.
3. If the conduct falls within the above definition of Staff Misconduct, follow the steps set out in our Complaints and Grievances Policy.
4. If you wish to receive protections under our Whistleblower Policy please ensure to read this Policy first.
5. If you are a Mandatory Reporter (as defined in our Child Protection Policy) you may also be required to report to the Department of Communities & Justice.

## **6. Expectations**

Coast commits to abiding by its policies (including Codes of Conduct) when dealing with matters of Staff Misconduct or Reportable Conduct. This includes operating in accordance with principles of procedural fairness and natural justice as far as is reasonably practicable in the circumstances.

## **7. Responsibilities**

The Principal of Coast is responsible for ensuring this Procedure is implemented comprehensively (including staff training, publishing on website in accordance with NESA obligations etc).

## **8. Other Relevant Policies**

Anti-Bullying (including Cyber Bullying)  
Child Protection Policy (including Code of Conduct)  
Code of Conduct – Staff  
Code of Conduct – Students  
Code of Conduct – Parents and Visitors  
Employment Policy (Disciplinary Provisions)  
Harassment Policy  
Privacy Policy  
Whistleblower Policy  
WHS Policy