



Procedure Checklist

- The person receiving the notification records the complaint.
- HR Officer is notified
- Determination made as to whether this complaint will be managed at school level or at CEO level
- Determination made as to whether Family Services need to be notified
- Risk assessment made by the Principal & the HR Officer
- Investigation Plan is Drafted
- HR Officer receives Draft Investigation Plan
- Investigator(s) appointed
- Parents/guardians are informed of the complaint in writing.
- Letter to employee advising him/her of the complaint is drafted by the Principal / HR Officer.
- Principal meets with the employee to notify him / her of the complaint. Content of the meeting is confirmed by the Principal in writing.
- Permission is sought to interview child witnesses
- Information gathering. All statements are verified, signed and dated.
- Interview with employee – complaint is put to the employee. Interview is minuted, verified, signed and dated.
- Any signed written response to the complaint by the employee accepted.
- Information is compiled and forwarded to Head of Human Resources or Principal for preliminary finding.

Child Protection (ACT) Responding to Complaints Against Employees

- Employee informed of preliminary finding and (if sustained) invited to respond to finding and proposed disciplinary action.
- Head of Human Resources or Principal considers employee's response and makes final determination.
- Employee informed of final finding
- Parents informed of completion of process
- File completed and filed in accordance with policy