

A-Grade Tutoring complaint handling process – for children

If you or any other child is in immediate danger, call the police on 000

You have the right to feel safe and be safe when working with adults. Adults should always act in a way that makes you feel safe, comfortable, and respected. If any adult speaks or acts in a way that hurts you physically, hurts your feelings or makes you feel scared, unsafe, or uncomfortable, that is not ok and could be a crime. At A-Grade tutoring, your safety is important to us. You have the right to speak up if you are unhappy with the way any adult acts towards you, or around you, and, as adults, we have the responsibility to listen to you and take your complaints seriously.

Any complaints about the behaviour of adults are taken seriously by A-Grade Tutoring. If you believe that any adult involved with A-Grade tutoring has acted inappropriately towards you, or any other child, tell the CEO of A-Grade Tutoring, William Keehne. William can be contacted on his mobile: 0447416902, or his email: bkeehne689@gmail.com

All Complaints Are taken seriously, and A-Grade Tutoring follows the advice of the Australian Government when dealing with your complaints. The Government says that;

- Anyone who thinks a child isn't safe must tell the CEO of A-Grade tutoring. Sometimes, it can be illegal not to.
- Anyone involved in the complaint will be told about what A-Grade Tutoring is doing to keep you safe.
- Your private information will be kept private. A-Grade Tutoring will only tell people about the complaint when the law says we have to, and even then, we will only tell trusted people like the police. Whenever we have to share what you tell us, we will tell you what we are doing, and why we have to.
- Everyone will be treated fairly.
- For the most serious complaints, A-Grade tutoring will work with the police.

Mental health support services for children are available by contacting the following numbers;

- Kids helpline specialises in helping children and young people. They can be called on 1800 551 800
- Beyond blue isn't just for children and young people, but they can still help and can be called on 1300 22 4636
- For more serious mental health concerns, call lifeline on 1800 800 768

Date: Last reviewed: 11 January 2023

Next review date: 11 January 2024

Responsible officer: CEO