

A-Grade Tutoring complaint handling process

If any child is in immediate danger, contact the police on 000

Complaints about a breach of A-Grade Tutoring's Code of Conduct, instances of child harm, abuse, discrimination including but not limited to on the basis of race or gender, as well as any other inappropriate actions of any employees must be reported to The CEO of A-Grade Tutoring, William Keehne. William can be contacted on his mobile: 0447416902, or via his email: bkeehne689@gmail.com

All Complaints will be addressed on a case-by-case basis, and in accordance with the complaints handling guide developed by the Australian Government National Office for Child Safety. Their full guidelines are available on the government's child safety website, or by request from William Keehne. A-Grade tutoring's code of conduct is available by request on A-Grade Tutoring's website or by request from William Keehne. In accordance with the government's guidelines;

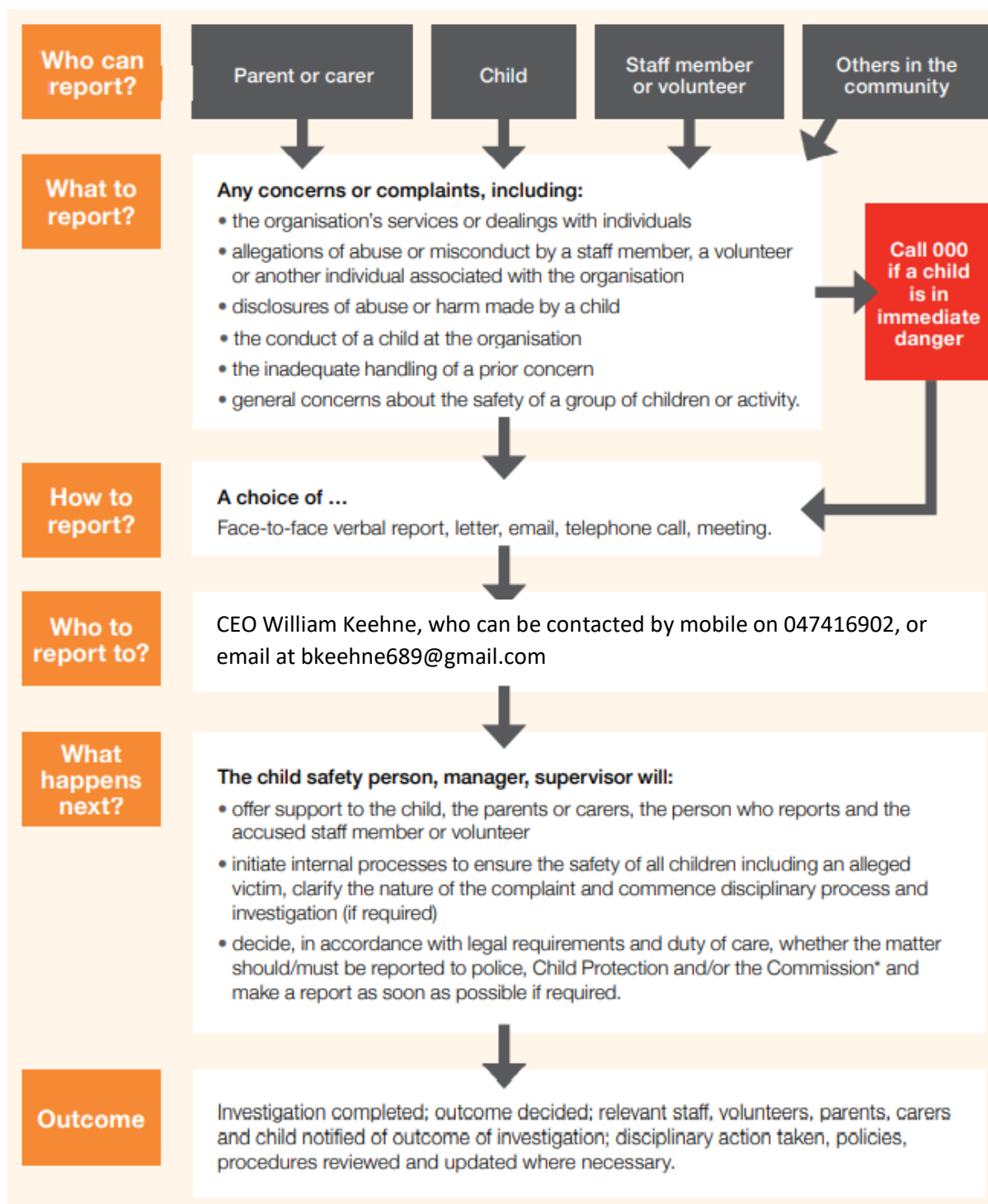
- Anyone who becomes aware of any risk to a child is encouraged to report it to the CEO of A Grade Tutoring, William Keehne. In some cases, failing to report a risk to a child may be a criminal offence.
- All stakeholders will be engaged in the entire complaints process, and made aware of outcomes and any other information relevant to them in an efficient and timely manner.
- Confidentiality and privacy of individuals reporting a risk to a child, or a breach of A-Grade Tutoring's code of conduct will be maintained, except in circumstances where disclosing this information is required by law. In such circumstances, information will only be disclosed to the people that it is legally required to be disclosed to, and all parties relevant to the disclosed information will be informed of the disclosure, which individuals or organisations the information was disclosed to, and the legal basis for the disclosure.
- Complaints will be handled in a fair and objective manner.
- A-Grade tutoring will fully cooperate with police, the commission for children and young people, and any other third-party authorities that become relevant to any complaints.
- A-Grade tutoring may be required by law to report serious breaches of our code of conduct to the police, if any breach is criminal in nature.

Some breaches of A-Grade Tutoring's Code of Conduct may need to be reported to the Victorian Police, or to the Commission for Children and Young People. Any uncertainty or conflict of interest will always be resolved in the interests of promoting and protecting child safety.

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

The flowchart below outlines the step-by-step complaints handling process, adapted from a template provided by the commission for children and young people.



Date: Last reviewed: 11 January 2023

Next review date: 11 January 2024

Responsible officer: CEO