



GREEK LANGUAGE & CULTURE INSTITUTE OF EVANGELISMOS

PROCESSES FOR COMPLAINTS AND CONCERNS POLICY - FOR STUDENTS

Jan 2024 *(Annual policy review dates are listed in the table at the end of this document.)*

The Greek Language and Culture Institute (GLCI) of Evangelismos is committed to the care, protection, and wellbeing of all members of its community, and especially its students. The following information explains the reason for the policy and the steps that students need to follow to make a complaint or raise a concern. It also provides useful online resources.

REASON FOR POLICY

The Commissioner for Children and Young People is committed to promoting the rights of all children and young people in WA.

All children have the right to be safe, healthy, happy, and learning. Everyone has a responsibility, including family, carers, the broader community and children and young people, to work together to deliver these rights.

In making sure these rights are upheld, the Commissioner must give special consideration to those children who are Aboriginal and Torres Strait Islander, or vulnerable or disadvantaged for any reason.

The Statement of Commitment to Western Australia's children and young people formalises the Commissioner's obligation to monitor and promote the rights of children and young people in Western Australia.

It outlines nine key rights for all WA children and young people, including the right to:

Be safe and feel safe everywhere;
Belong and be me;
Be treated fairly and humanely;
Contribute, make decisions, and be listened to;
Education and lifelong learning;
Explore, express, and create;
A healthy life;
Play, have fun and be active; and
Be loved.

The Statement is intended to guide the Western Australian community's collective efforts to ensure the wellbeing of all children and young people in this state. It is based on the [United Nations Convention on the Rights of the Child](#) and informed by conversations with Western Australian children and young people.

It is about the rights that you have, and that you deserve; and people cannot just take those things away from you.

PROCESSES FOR COMPLAINTS AND CONCERNS

What is a complaint?

A complaint can be about anything - an organisation's service, the way the staff or another child or young person behaves, or the way a problem was handled.

Speak up...

- If you don't feel safe.
- If you're being hurt.
- If you're unhappy with the way you're being treated.

It takes courage to make a complaint. It doesn't have to be a negative experience.

How do I make a complaint?

1. Find support.

Find someone you trust, like a parent, friend, carer, teacher, or coach, who can help you make a complaint.

2. Tell your support person.

Tell your support person why you are not happy, how the problem has made you feel, and what would help to fix it.

3. Make your complaint.

Try your best to make your complaint. You can also ask what will happen next, who will get back to you, and how long it will take.

Adults should always listen, answer your questions, and treat you with respect.

Where else can I make a complaint?

Check the website of the organisation.

Most organisations have complaint forms on their websites to help you make a complaint. To find a form on a website look for the words feedback, comments, or contact us.

Children and young people have the right to be safe and respected wherever they are.

You have the right to **be safe**, to **feel safe** and **be respected** wherever you are and whatever you do - at sport, clubs, churches, in out-of-home care, residential care, schools - everywhere!

USEFUL ONLINE RESOURCES

These websites have helpful information about bullying and cybersafety.

Office of the eSafety Commissioner

The [**eSafety Commissioner's website**](#) brings together useful information to help you have safe, enjoyable experiences online. It has activities and advice specifically designed for children and young people on topics such as cyberbullying, online gaming, privacy, protecting your identity, consent and sharing photos.

Bullying No Way!

Bullying can happen anywhere - at school, home, work, in online social spaces, via text messaging or email. The **Bullying No Way!** website has information for children and teenagers on what to do if you are being bullied, have been called a bully, or see someone else being bullied. It also tells you where to get help and who to talk to.

Cyber Savvy

Cyber Savvy is designed to help young people prevent and address problems associated with online behaviour, particularly image-sharing. It is based on over 10 years of research with over 40,000 Australian young people. It provides new insights on what young people, families and other adults can do to prevent problems that may arise from risky image-sharing.

Source: <https://www.ccyp.wa.gov.au/info-for-children-and-young-people/>

This policy will be reviewed every year for validity.

Authored by:	Year of review:	Reviewed by:	Reason for amendments or review:
AE-Y Jan 2024	Dec 2024	GLCI School Board	This policy was prepared for the first time in 2024 and will be reviewed in December 2024 by members of the Board after it has been implemented.