



Policy: Member Protection Policy - Part F - Reporting

Version Control

Adoption Date	Version	Details	Author
12 th April 2023	1	New	Ruth Idris

Purpose and Background

To assist in consistency and accuracy in following procedures and reporting on the issues covered by the BGLS's suite of Member Protection Policies, the following documents are to be used:

ATTACHMENT F1: Record of INFORMAL Complaint

To be used by those who receive a complaint or allegation.

ATTACHMENT F2: Record of FORMAL Complaint

To be used when a formal complaint is received.

ATTACHMENT F3: Record of Child Abuse Allegation

To be used by those who receive allegations of child abuse.

ATTACHMENT F4: Record of Mediation

To be used by those who conduct mediation.

ATTACHMENT F5: Record of Tribunal Decision

This Policy should be read in conjunction with the suite of BGLS Member Protection Policies (available at www.bgls.org.au) as well as the BGLS Compliant Handling, Mediation & Discipline Policy (available at www.bgls.org.au). In the first instance, mediation may be conducted by a teacher in conjunction with the relevant coordinator. If further support is required, a management committee member may join and/or advise the process. All complaints/allegations/incidents must be raised at the following management committee meeting. At this point, a discussion should take place regarding any necessary changes required to BGLS policy in order to ensure that procedures are up to date and ensure a rapid outcome for all involved.

This document shall be used in the event of a complaint allegation or report about an incident. By its nature, this usually occurs between two parties of people, however, it may also relate to the health, safety and wellbeing of members of the BGLS community. The complaint, allegation or incident must be credible (can't be about a lesson taking too long) to warrant follow up. Relevant complaints, allegation or incidents may comprise of minor disputes and verbal tirades etc. If the incident/allegation is of a sexual, physical assault or criminal nature the matter should be immediately referred to the relevant authorities. A common sense approach should be maintained at all times. The attached forms serve as a template for recording the incident/complaint/allegation. If other items are required, please record these as necessary and keep confidential.

General principles to be followed when completing a report of a complaint:

- Treat all complaints seriously
- Deal with complaints promptly, sensitively and confidentially
- Maintain a calm attitude
- Ask the Complainant if they will consent to you taking notes
- Write the description of the complaint/problem using the Complainants own words (as much as is possible)
- Find out the nature of the relationship between the Complainant and the person complained about (for example, teacher, class member, etc) and if there is any relevant history
- Take a note of the facts and do not pre-judge the situation
- Ask the Complainant whether they fear victimisation or other consequences
- Find out what outcome the Complainant wants and if they need any support
- Ask the Complainant how they want the complaint to be dealt with under the Policy
- Keep the complaint confidential and do not disclose it to another person without the Complainant's consent except if disclosure is required by law (for example, a report to government authorities) or if disclosure is necessary to effectively deal with the complaint

ATTACHMENT F1: Record of INFORMAL Complaint TEMPLATE

This form should be completed by a BGLS official (teacher, coordinator, administrator, etc.) that receives an informal (verbal and/or non-written) complaint, allegation or report about an incident. This will involve following up with the complainant/s and respondent/s before planning a way to seek an appropriate resolution in a timely manner. The informal nature of a complaint, allegation or report about an incident may require the person filling out this form to conduct further initial investigations. This form is used initially until the complaint, allegation or report about an incident is formally established – at this point please revert to ATTACHMENT F2, which is then used through to resolution of the issue.

Complainant/s and respondent/s Name/s:		Date informal complaint received:
Complainant/s and respondent/s over or under 18 years of age:		
Complainant/s and respondent/s role/status in BGLS:		
Location/event of alleged issue:		
Facts as stated by complainant:		
Nature of complaint: (category/basis/grounds)		

<p>Feelings expressed by complainant: (completing this may help to separate emotional content from facts)</p>	
<p>What they want to happen to resolve the issue:</p>	
<p>What other information is provided or can be sourced:</p>	
<p>What they are going to do now:</p>	
<p>Completed by:</p>	<p>Name: Signature:</p>
<p>Signed</p>	<p>Complainant: Respondent:</p>

This record and any notes must be kept in a confidential place.

ATTACHMENT F2: Record of FORMAL Complaint TEMPLATE

This form should be completed by a BGLS official (teacher, coordinator, administrator, etc.) that receives a formal (written) complaint, allegation or report about an incident. This will involve following up with the complainant/s and respondent/s before planning a way to seek an appropriate resolution in a timely manner. The formal nature of a complaint, allegation or report about an incident should provide the person filling out this form with a sound understanding of the incident from the perspective of the complainant/s (if not, further detail should be sort). Further investigations will reveal the perspective of the incident from the respondent/s. This form becomes a working document through to resolution of the issue.

Complainant/s and respondent/s Name/s:		Date formal complaint received:
Complainant/s and respondent/s over or under 18 years of age:		
Complainant/s and respondent/s role/status in BGLS:		
Location/event of alleged issue:		
Description of alleged incident:		
Nature of complaint: (category/basis/grounds)		
Methods (if any) of attempted informal resolution:		

Support person/s (if any):	
Formal resolution procedures followed: (outline)	
If investigated: Finding -	
If went to hearing tribunal: Decision – Action recommended -	
If mediated: Date of mediation - Were both parties present - Terms of Agreement - Any other action taken -	
If went to appeals tribunal: Decision - Action recommended -	
Resolution timeframe:	
Completed by:	Name: Signature:
Signed	Complainant: Respondent:

This record and any notes must be kept in a confidential place.

ATTACHMENT F3: Record of Child Abuse Allegation

Before completing, ensure the procedures outlined in the BGLS Member Protection Policy – Part E (Complaint Handling Policy) and Part B (Child Protection Policy) have been followed and advice has been sought from the relevant government agency and/or police.

Complainant's Name: (if other than the child)		Date formal complaint received:
Complainant/s role/status in BGLS:		
Child's name:		Age:
Person's reason for suspecting abuse: (e.g. observation, injury, disclosure)		
Name of Respondent/s:		
Is the Respondent/s a financial member of the BGLS?		
Respondents' role/status in BGLS:		
Witnesses: (if more than 3 witnesses, attach details to this form)	Name (1): Contact details: Name (2): Contact details: Name (3): Contact details:	
Interim action (if any) taken: (to ensure child's safety and/or to support needs of person complained about)		

Police contacted:	Who: When: Advice provided:
Government agency contacted:	Who: When: Advice provided:
President, Secretary, Treasurer or another committee member contacted:	Who: When:
Police and/or government agency investigation:	Finding:
Internal investigation: (if any)	Finding:
Action taken:	
Completed by:	Name: Signature:
Signed by	Complainant (if not a child):

This record and any notes must be kept in a confidential place.

ATTACHMENT F4: Record of Mediation

This forms provides a record of the mediation that takes place between disputing parties. Mediation may be conducted by a BGLS official (teacher, coordinator, administrator, etc.) as a first step to seeking a resolution to a complaint, allegation or report about an incident.

Present at Mediation:	
Date of mediation:	
Location of mediation:	
Mediator:	
Summary of mediation: (minutes attached)	
Outcome of mediation:	
Follow-up to occur: (if required)	
Completed by: (signature)	
Signed by: Complainant: (signature) Respondent: (signature)	

This record and any notes must be kept in a confidential place.

ATTACHMENT F5: Record of Hearings Tribunal Decision

If a dispute or incident between two parties is not able to be resolved through mediation, the matter shall progress to a Hearings Tribunal. The Hearing Tribunal shall consist of at least 2 members of the management committee and may also include people external to the BGLS. This form is to be completed by a member of the management committee. The decision of the Hearings Tribunal is final.

Complainant/s Name/s:		Date formal complaint received:
Complainant/s role/status in BGLS:		
Name of Respondent:		
Respondent/s role/status in BGLS:		
Location/event of alleged incident:		
Description of alleged incident:		
Nature of complaint: (category/basis/grounds)		
Methods (if any) of attempted informal resolution:		
Support person/s (if any):		
Hearings tribunal members:		

Hearings tribunal date and venue:	
Hearings Tribunal Decision: (attach report)	
Action recommended and any follow up report required:	
Decision Appealed: Date of Appeal lodged:	
Appeal Hearing Date:	
Appeal Decision: (attach report)	
Action Recommended:	
Completed by:	Name: Signature:
Signed	Complainant: Respondent:

This record and any notes must be kept in a confidential place.