



Child Safety & Wellbeing Policy

Student Friendly

Purpose

At Huntingtower, our schools main focus is to keep students safe. We have set up rules to make sure all students are protected from harm. This applies to everyone in the School including teachers, staff, volunteers, visitors and contractors.

Commitment

At Huntingtower, every staff member and volunteer is committed to prioritising student wellbeing by creating a safe and supportive environment for all. We focus on providing additional support to students who may need it, including Indigenous and international students, those from diverse cultural backgrounds, students with disabilities, and individuals who identify as gender diverse . We value diversity and equity, ensuring respect for students from all backgrounds, while actively seeking their input to inform decisions that will help develop a future-ready educational environment.

Student Empowerment

Huntingtower is deeply committed to empowering students by ensuring they understand their rights, feel secure, and have the confidence to express their thoughts and feelings openly. We believe that fostering strong friendships and a sense of belonging is essential to both their safety and personal growth. We actively encourage students to voice their opinions on important matters, giving them a meaningful role in shaping their own educational experience. With a focus on both online and offline safety, we provide clear guidelines and equip students with the skills to navigate the world confidently, fostering an environment where their wellbeing, privacy, and individuality are respected and protected.



Student Complaint Guidelines

At Huntingtower, we value and listen to student concerns and complaints. This is an important way for the school community to give feedback and help us continually improve and enhance our school. everyone has the right to feel safe and belong, and we have a clear system in place to help resolve any concerns raised in a fair, prompt and respectful manner.

A complaint is when you raise a serious concern about something you are unhappy with or something you feel is not right that is affecting your safety or learning. Complaints are made to help resolve problems or improve situations.

The Student Complaint Guidelines applies to all students attending Huntingtower and aims to support the formal Complainants and Grievances Policy.

We want to ensure you know what to do if you have a concern or a complaint, who you can talk to and what will happen once you have made a complaint. It is important to know that you won't get in trouble if you address a concern or complaint, and we will take your complaint seriously.

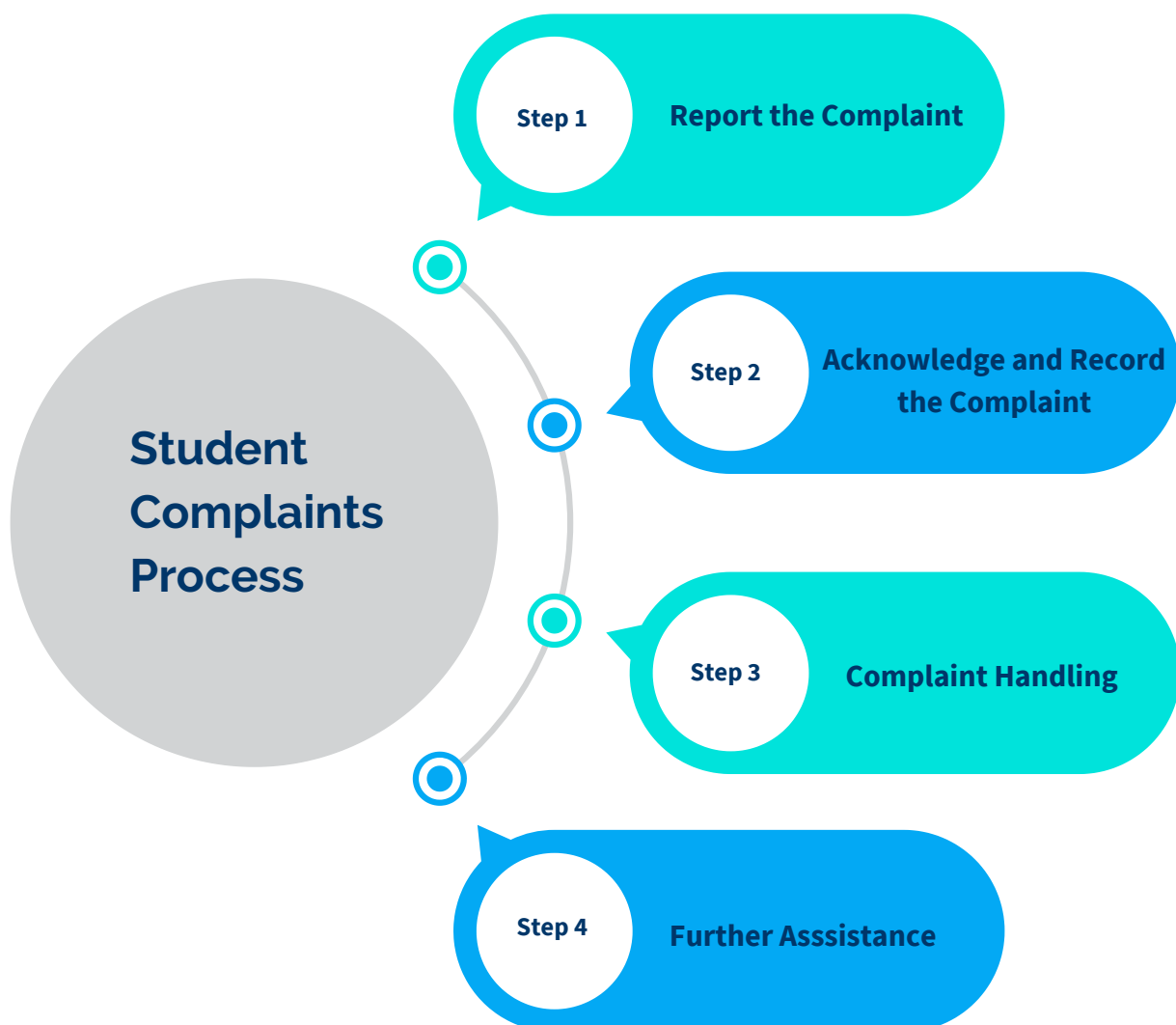
When handling a complaint, everyone involved should:

- Respect each other's opinions
- Follow the School expectations
- Work towards a solution that everyone agrees with
- Stay calm, polite and honest
- Understand that both sides have rights and responsibilities



Student Complaints Process

If you have a complaint, you should first talk to the right person. This should be someone who you trust will support you and offer the appropriate advice and guidance. They will help to determine the appropriate course of action so that a positive resolution can be achieved.





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Step 1 - Report the Complaint

1. Raise your concern with a trusted person either in person or via email.
 2. Discuss your concerns, preferred outcome and suggested solutions.
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Step 2 - Acknowledge and Record the Complaint

1. Your trusted staff member will raise your complaint with the relevant people.
 2. The complaint will be recorded on the School's confidential database.
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Step 3 - Complaint Handling

1. The matter will be investigated in an appropriate and respectful manner.
 2. If appropriate, there will be a meeting with relevant parties.
 3. A suitable resolution will be agreed by all parties.
 4. Matter will be documented on the School's confidential database.
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Step 4 - Further Assistance

1. If you feel the matter has not been resolved, raise your concern with the Vice Principal or Head of Wellbeing, either in person or via email.
 2. They will review the investigation process and discuss the preferred next steps with you.
 3. The Vice Principal or Head of Wellbeing will meet with all parties involved to determine the appropriate outcome. This may include:
 - a) A restorative conversation
 - b) Further investigation
 - c) Upholding the original outcome
 4. Matter is documented on the School's confidential database.
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At all stages students will be offered support, as required.