

# Child Safety Complaints at Box Hill Institute

Box Hill Institute is a **Child Safe Organisation**. This means that when you come to Box Hill Institute you should feel **safe and comfortable**.

There are special rules called **Reportable Conduct** that **adults that work for us** have to follow to make sure that you feel safe and comfortable when you interact with us. If an adult breaks these rules you can make a complaint. It is **ALWAYS** ok to speak up if you're being hurt or feeling uncomfortable!

## Who can make a complaint?

- > You
- > Your parent / carer
- > Anyone else

## When to make a complaint?

- If an adult who works for Box Hill Institute:
- > says or does anything that makes you feel scared, unsafe or worried
  - > touches you in a way you don't like or makes you feel uncomfortable
  - > hits or hurts you

## How to make a complaint?

- There are lots of ways you can make a complaint:
- > Scan the **QR code** and fill out the **complaint form**
  - > Email the **Child Safe Officer** at: [childsafety@boxhill.edu.au](mailto:childsafety@boxhill.edu.au)
  - > Tell **Student Complaints** at [customerrelations@boxhill.edu.au](mailto:customerrelations@boxhill.edu.au) or by calling **03 9286 9457**
  - > Tell someone at Box Hill Institute that you trust (like a Teacher or Student Life)
  - > Tell another adult that you trust and tell them to contact us

## What will happen next?

- > We will contact you to talk about your complaint a bit more
- > You will be listened to and heard
- > We will use this information, and may use information from other people, to decide about how to best keep you and other people safe
- > We will talk to you about whether you would like any other support



Scan the QR code and fill out the complaint form



## If you need more help

- > If you are worried you or someone else is at immediate risk of being hurt, call **000** or **BHI Security** on **9286 9286**
- > If you feel unsafe in another part of your life, contact **Child Protection** on **1800 664 977**
- > For help at Box Hill Institute contact **Student Life** on **9286 9891**
- > For help with your mental health, contact **Kids Helpline** on **1800 55 1800**
- > Learn more about **Reportable Conduct**