



Complaints Information Sheet

The AGTV is an incorporated association and committed to providing professional and inclusive services in person and online. We celebrate diversity and strive to foster a welcoming culture where everyone feels heard, valued and respected. We are a child safe organisation and act in the best interests of children and young people. We encourage open communication and will take all complaints seriously. We will take action to protect children and young people and in response to complaints. We will respect the privacy of individuals and comply with any related legal obligations. Any suspected or reported child abuse or harm will be handled under the CCYC Reportable Conduct Scheme. We have policies and procedures to guide the operation of the association.

Please read the **Complaints and Appeals Policy** for information about the complaints process.

- <https://agtv.vic.edu.au/about/policies/>

How to make a complaint

For concerns or grievances against a person, it is best to talk directly with the person involved to try to resolve the matter informally.

If you are uncomfortable or feel unable to do that, or the matter remains unresolved, or the matter relates to a service provided by the AGTV, you may make an informal or formal complaint by emailing:

- complaints@agtv.vic.edu.au

Complaints about the AGTV-BJR Student Exchange Program

If you have any concern or complaint about the exchange program, contact the AGTV Coordinator:

- bjr@agtv.vic.edu.au

If you are uncomfortable or feel unable to do that, or the matter remains unresolved, you may make an informal or formal complaint by emailing:

- complaints@agtv.vic.edu.au

If there is a concern about the conduct of the AGTV as a Registered Student Exchange Organisation (SEO) in its role coordinating the AGTV-BJR Exchange Program, contact the Victorian Registration and Qualifications Authority (VRQA):

- vrqa.schools@education.vic.gov.au

How to report child abuse or harm

- If a child or young person is in immediate danger, **call Victoria Police on triple zero: 000**
- If you need the police in Victoria (but not the sirens), **call 131 444**
- For suspected child abuse or harm **call 13 12 78** - Department of Families, Fairness and Housing (DFFH) 24-hour child protection services
- In **Germany, call the Police 110** - Help Line for sexual misconduct: **+49 800 2255 530**

Information about child safety and the reportable conduct scheme

The AGTV is committed to child safety and wellbeing and will take action to protect children and young people under the AGTV Child Safety and Reporting Policy and Procedures and the Commission for Children and Young People's (CCYP) Reportable Conduct Scheme:

- <https://ccyp.vic.gov.au/reportable-conduct-scheme/>