



### **Who are we?**

We are investigators who work for the Department of Education.

### **What do we do?**

Our job is to make sure that anyone working at a public school is doing the right thing.

### **How do we do that?**

Someone complains about something that has happened at school and we have to find out what's happened. We do that by talking to people and gathering as much information as possible.

### **Why do we need your help?**

We want to talk to you because we think you may have some information that can help us find out what happened.

### **Do you have to talk to us?**

No, but the only way we can find out what happened is if people tell us what they saw and heard.

### **Are you in any trouble?**

No. This is about us making sure that people working at schools are doing the right thing.

### **What will happen when you talk to us?**

Two investigators will come to talk to you either at school or at home (usually school). We'll talk to you in a private room (usually in the office) and record what you say. You will get to tell your story in your own words and the investigators will ask you some questions. You could even draw what you saw and where people were. If you're at school you'll go back to class when the interview is finished.

### **Can you have someone with you?**

Yes, you can have an adult you trust.

### **Will the staff member know what you've said?**

Maybe. Sometimes we need to tell the person to give them a chance to explain their actions.

### **Can you tell other people what you've said to us?**

We ask that you treat this matter as confidential. If you do tell others, this might make the investigation harder for us because other people we need to interview could be influenced by what you tell them.

### **Will you have to go to court?**

Probably not. Most of the time, the complaint is dealt with without going to court.

### **Do you get to know what happens?**

It's confidential, so we won't tell you whether we took any action unless you are the person who made the complaint. In this case we will send a letter to your parents/carers.

If you want to talk to someone about what happened at school or what it was like to be interviewed by us try these people:

### **Someone in your family**

#### **Your doctor**

**School Psychology Service** - Your parents may have to agree to you speaking to a school psychologist. Ask your principal; he or she will be able to help you to get in touch with someone.

**Kids Helpline** - Kids Helpline is a free, private and confidential telephone and online counselling service for children and young people aged between 5 and 25 years. Give them a call on 1800 55 1800 or have a look online at [www.kidshelp.com.au](http://www.kidshelp.com.au)

**Commissioner for Children and Young People** - You can phone them on 6213 2297 or 1800 072 444. You'll find them at [www.ccp.wa.gov.au](http://www.ccp.wa.gov.au)

Remember, if you are unhappy with the way you are being treated please tell a staff member, a parent or someone you trust.

You can tell us by calling 9264 4740 or 1800 655 985 or by emailing [complaints@education.wa.edu.au](mailto:complaints@education.wa.edu.au)