



The Office of the Children's eSafety Commissioner - resolving complaints with schools

What information we will give you?

When we notify a complaint to a school principal, we may provide information about:

- a) the name of the student who is the target of the cyberbullying
- b) a summary of the cyberbullying material
- c) suggested options to help resolve the complaint in accordance with your school policies
- d) action taken by us to date with respect to the complaint.

We will also advise you of any conditions that apply to the use of the information supplied by us (see below).

What actions should schools take?

If we notify you about a cyberbullying complaint concerning students in your school, you can help resolve the complaint by undertaking to do the following (to the extent you are capable of doing so):

- a) acknowledge receipt of the notification within 24 hours to an email address provided by us
- b) inform us of the types of actions the school proposes to take and the time period for that action to be taken by email within 5 working days of the notification
- c) meet any conditions placed on information that has been disclosed
- d) inform us of the outcomes of the action you have taken within 3 weeks from receipt of the notification
- e) talk to us if you feel that you are unable to resolve the complaint and/or that you have a serious concern that the bullying will continue so we can discuss any further assistance we may be able to provide.

Disclosure of information - conditions

When we disclose information to you, amongst other things we may ask you to:

1. Only discuss the information with the students involved and—with the students' consent—their parents or guardians.
2. Only disclose the information to third parties with the consent of the affected students or as required by law.
3. Comply with applicable privacy laws and policies in relation to the personal information disclosed.