

ARCO Procedures 2023

i. Overview

The Anti-Racism Contact Officer (ARCO) plays an important role in assisting the principal to implement 3 major aspects of the Anti-Racism Policy:

- promoting anti-racism education
- supporting the handling of complaints about racism relating to students, staff and members of the school community
- collecting data about complaints and incidents of racism

The ARCO is trained to provide advice to parents and carers, and teachers and students about the procedure for resolving complaints about racism. If requested, the ARCO can also act as a support person or advocate during the complaints resolution process.

ii. Lambton Public School ARCOs

Lambton Public School has two trained and designated ARCO's for 2023:

- Miss Julie Nichols (class teacher)
- Mrs Kathryn Brown (Learning and Support Teacher)

The school will keep the community informed of who the ARCO's are through the newsletter and these procedures will be available on the school website for

iii. The role of the ARCO in supporting the handling of complaints

- provide advice on the complaints handling process to students, staff and members of the school community
- manage complaints of racism made by students against other students in accordance with the Behaviour Code for Students and the school's discipline and wellbeing procedures
- provide impartial support to staff, students and members of the school community who wish to make a complaint of racism, in cases where the complaint involves staff or a member of the community
- support the complainant during the complaints handling process to increase the likelihood of a satisfactory outcome.

iv. Making a complaint of racism

Any member of the school community, including parents and carers and staff and students, can make a complaint about racism. Complaints of racism can be reported to principals, Anti-Racism Contact Officers or any member of staff. School-related racism that occurs online, such as students directing racism towards individual students or cultural groups, should also be reported to the school as above.

Complaints of racism can be made to any departmental employee. In schools, the principal is responsible for determining who will manage the complaint, taking into account the nature of the concerns, the potential risks, and perceived or actual conflicts of interests. The Anti-Racism Contact Officer (ARCO), who has been trained in the complaints process may support the resolution of a complaint.

v. Managing complaints of racism

Complaints will be managed in line with the school's 'Grievance and Complaints Handling Procedures' which outline in more detail the process for managing a grievance or complaint, the timeframes for managing a grievance or complaint and strategies for resolving them. The role of the ARCO in managing complaints involving racism is outlined above, but may also include:

- assist teachers to access resources which build awareness and understanding of the impacts of racism follow an incident of racism
- promote upstander responses to incidents of racism for staff and students
- address complaints of racism involving students through approaches such as restorative practice which promote respectful behaviours.

vi. More Information

More information about Anti-racism education in NSW schools can be found here:

- [Anti-Racism Education](#)
- [ARCOs](#)
- [Anti-Racism Policy](#)

*Reviewed by David Holland
Principal
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