



Level 24 580 George Street
Sydney NSW 2000

Phone 02 9286 1000

Fax 02 9283 2911

Tollfree 1800 451 524

TTY 02 9264 8050

Web www.ombo.nsw.gov.au

ABN 76 325 886 267

Our reference: C/2004/1917

20 September 2004

CAD [redacted] and CAE [redacted]
 REDACTED [redacted]
 REDACTED [redacted] NSW REDAC [redacted]

FILE COPY

Dear CAI [redacted] and CAE [redacted]

Re: Your complaint to the Ombudsman

I refer to your complaint in which you raised concerns about the Australian Institute of Music (the institute) and its handling of the investigation into allegations of sexual assault against Professor Victor Makarov, Head of the Piano Department.

As you aware from our telephone conversations during the last six months, the Ombudsman took your concerns, and the concerns of other complainants, seriously. We investigated the institute and its conduct in relation to its child protection systems and its handling of these allegations in particular.

Following our investigation we made a number of recommendations in our report to the institute, which have been, or are being, implemented by the Director. We will continue to monitor the institute's compliance to ensure that it has adequate child protection policies and procedures in place to deal with allegations of reportable conduct properly in future.

As I have explained to you in our telephone conversations, I am not able to give you the details of the investigation or the recommendations we made to the institute because you were not a direct party to the investigation into the conduct of the institute. We initiated our investigation on our own motion, based on information that we received from a number of sources, and therefore the information remains confidential.

We appreciate that you may feel disappointed that we are unable to give you the details to our investigation. However, you will understand that the Ombudsman operates under legislation that has clear provisions about the disclosure of information. These provisions only allow us to provide information under certain circumstances. Please be assured that the investigation of this matter has underlined to those concerned the importance of having children protection systems in place and of having an understanding of risk management when allegations are made.

I understand that this is a stressful time for your family. I want to assure you that we will continue to monitor the institute and the outcome of this particular matter.

If you have any questions please contact me on telephone number **REDACTED**

Yours sincerely

REDACTED

**Senior Investigation Officer
for the Ombudsman**

Sent 20/9/04.