

Ideas for what to include in your Complaint Procedures

Ideas for complaint procedures

- ◆ **What should be reported**
Concerns about inappropriate behaviour around kids, actual harm to kids.
- ◆ **Kids and complaints**
Children are vulnerable and you need to listen carefully to any complaints they make. They may not use adult "complaint" language, so people who work with children must be alert to their way of communicating.
- ◆ **Child Safety Contact Person**
The name of the person appointed and the steps they should take in handling a complaint.
- ◆ **Confidentiality**
Confidentiality is essential to a fair and effective reporting process. Everyone in your organisation should know that all complaints are to be handled through the complaints procedures. Information will only be given to relevant people and authorities involved in the complaints procedures.
- ◆ **Record keeping**
How information is recorded and stored (see Complaint Record Form).
- ◆ **Reporting obligations to authorities**
Your organisation should be aware that a complaint or disclosure of child abuse must be reported to the NSW Department of Community Services.
- ◆ **Internal discipline procedure**
Details on how staff, volunteers and students will be disciplined for inappropriate behaviour. Your organisation needs to protect itself and the rights of staff, volunteers, students and kids. The internal discipline procedure can be included as part of your Child-safe Child-friendly Policy.
- ◆ **Closure of a complaint**
Support for the child, reporting back to those concerned, follow up with the child, parents, staff, volunteers and students.