***Seville Community House***

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CHILD SAFETY AND WELLBEING POLICY AND PROCEDURES

|  |  |  |  |
| --- | --- | --- | --- |
| Policy number 6 |  | Date approved | Committee mtg 23 August 2022 |
| Draft FINAL |  | Scheduled review date | 23 August 2024 |

**INTRODUCTION**

*Seville Community House acknowledges the Wurundjuri People, the Traditional Owners of the land on which we operate. We acknowledge and respect their contributions, experience and knowledge as First Nations people. We pay our respects to their Elders, past and present.*

This Child Safety and Wellbeing Policy was approved by the Committee of Governance on 23 August 2022. It demonstrates the strong commitment of management, staff and volunteers to child safety and wellbeing, and how our organisation keeps children safe from harm, including child abuse.

**Commitment to child safety**

All children who come to Seville Community House have a right to feel and be safe. The welfare of the children in our care will always be our first priority and we have a zero-tolerance approach to child abuse and harm. We aim to create a child safe and child-friendly environment where children feel safe and have fun while participating at Seville Community House.

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Change Committtee of Management to Committee of Governance

## PURPOSE

This Policy outlines how Seville Community House prioritises the safety and wellbeing of children and what steps we will take to do this.

**DEFINITIONS**

***Committee of Governance***means the Executive and General members of Seville Community Group Inc Committee of Management, trading as Seville Community House

***Child abuse* means:**

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Committee of Management change to Committee of Governance. Use trading name, Seville Community House

* a sexual offence committed against a child
* an offence committed against a child under section 49M(1) of the Crimes Act 1958 (Vic), such as grooming
* physical violence against a child
* causing serious emotional or psychological harm to a child
* serious neglect of a child.

***Harm*** is damage to the health, safety or wellbeing of a child or young person, including as a result of child abuse by adults or the conduct of other children. It includes physical, emotional, sexual and psychological harm. Harm can arise from a single act or event and can also be cumulative, that is, arising as a result of a series of acts or events over a period of time.

***Child/Children***means a person who is under the age of 18 years.

***Concerns and Complaints***

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Change Committee of Mangement to Committee of Governance

**A concern** refers to any potential issue that could impact negatively on the safety and wellbeing of children.

**A complaint** is an expression of dissatisfaction to Seville Community House related to one or more of the following:

* our services related to or dealings with children
* allegations of abuse or misconduct by a staff member, committee member, a volunteer or another individual associated with Seville Community House
* disclosures of abuse or harm made by a child or young person
* the conduct of a child or young person at Seville Community House that is putting the safety of another child at risk
* the inadequate handling of a prior concern
* general concerns about the safety of a group of children or activity.

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Just to be sure of covering everyone add tutors, contractors, visitors, participants, families, hirers

**SCOPE**

This policy applies to all Seville Community House staff, tutors, committee members,

volunteers, contractors, families, hirers and visitors.

**POLICY**

# Role of the Committee of Governance

The Committee of Governance has the role of making sure Seville Community House prioritises children's safety and that action is taken when anyone raises concerns about children's safety.

The Committee of Governance will champion and model a child safe culture at Seville Community House. We encourage anyone involved with the organisation to report a child safety concern. The Committee of Management will work to create a positive culture around reporting so that people feel comfortable to raise concerns.

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Change Committee of Mangement to Committee of Governance

Everyone at Seville Community House has a role in identifying and managing risks of child abuse and harm. The Committee of Governance will make sure that staff and volunteers are conducting risk assessments and taking action to manage risks in accordance with this policy. They will also ensure that appropriate child safety training for staff and volunteers is identified and completed.

The Committee of Governance will conduct an annual review of how effectively Seville Community House is delivering child safety and wellbeing. The input of people involved with Seville Community House will be sought as part of this review.

# Children's empowerment and participation

Seville Community House actively seeks to include children's views and ideas in our organisational planning, delivery of services and management of facilities.

We want children and families who participate in Seville Community House activities to develop new friendships and encourage children and families to be supportive of each other. We do not tolerate any form of bullying or abusive behaviour and take action if this occurs.

We respect the rights of children and provide them with appropriate information about their rights including the right to be safe at Seville Community House. We actively seek to understand what makes children feel safe in our organisation. We regularly communicate with children and families about what they can do if they feel unsafe.

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Change to Committee of Management to Committee of Governance

Seville Community House values the voices of children and will act on safety concerns raised by children or their families. Seville Community House supports children's participation in the following ways:

* Discussions with families and children on what makes Seville Community House feel safe and unsafe.
* A suggestion box for families and children that is regularly emptied with suggestions assessed and acted on where appropriate. Where applicable, children are provided with feedback on their suggestions.
* Consideration of families and children about any proposed significant changes to the physical environment, policies, procedures, programs or staffing. Families and children's feedback to be sourced when applicable.
* Information provided to children and families about Seville Community House operations, staffing and programs are made suitable for different age groups and diversity of the children. Child safety information is provided for families in our Playgroup room.

# Families and communities

Seville Community House recognises the important role of families and involves parents and carers when making significant decisions about their child. Parents, families and communities are welcome to provide feedback at any time through our contact email address and are encouraged to raise any concerns they have with us.

At the annual general meeting each year, we elect members from the Seville and wider community on the Committee of Governance and all community members are invited to share their thoughts on the direction of Seville Community House for the next year.

Seville Community House provides information to families and community about our child safe policies and practices including through:

* publishing this Child Safety and Wellbeing Policy and Child Safety Code of Conduct on our website
* including information about our child safety approach, our operations and Committee of Governancet and management structure, in the Seville Community House Committee nd Volunteer induction.
* including articles and information on child safety and wellbeing, and reminders about our policies and procedures in our newsletter and in our Playgroup room.

# Creating culturally safe environments for all Aboriginal children and their families

Seville Community House is committed to creating environments where Aboriginal culture is celebrated and Aboriginal children, families and community members are welcomed and included. Strategies to embed cultural safety for Aboriginal children include:

* an Acknowledgement of Country at all Committee meetings and our AGM. Written Acknowledgment of Country posters included in our regular displays.
* consulting with families and members of the Aboriginal community to identify opportunities to promote Aboriginal culture and practices at Seville Community House and in our programs
* providing opportunities for children to share their cultural identity and express their culture, including in our Playgroup program
* supporting children who wish to explore their culture, including consulting with their family and relevant Aboriginal organisations
* providing training for staff and volunteers on the strengths of Aboriginal culture and its importance to the wellbeing and safety of Aboriginal children
* celebrating NAIDOC Week and acknowledging significant events including National Sorry Day and National Reconciliation Week
* seeking feedback from Aboriginal children, families and communities, where applicable, on their experience at Seville Community House, particularly how safe they feel expressing their identity including their culture.

# Valuing diversity

We value diversity and equity for all children. To achieve this, we:

* provide training for all Committee of Governance members, staff and volunteers on understanding diversity and how to support inclusion and cultural safety
* welcome and support participation of all children, including children with disability, children from culturally and linguistically diverse backgrounds, those who are unable to live at home, LGBTIQ children and Aboriginal children and their families
* offer students and families through our enrolment forms the opportunity to provide information about themselves, including any specific needs to participate fully in our programs
* have zero tolerance of racism and other forms of discrimination and take action when discrimination or exclusion is identified
* deliver programming that reflects the diversity of our students, their interests and cultures
* strive to reflect the diversity of our community through representation in our staff and Committee of Management members where possible
* acknowledge and celebrate important cultural dates in our programs and activities
* have a physical and online environment that actively celebrates diversity
* commit to ensuring our facilities and online activities promote inclusion of children of all abilities where possible.

# Code of Conduct

Seville Community House has a Child Safety Code of Conduct. Staff, tutors, Committee of Governance members, volunteers, contractors, families, hirers and visitors must comply with the Child Safety Code of Conduct at all times. Breaches of the Code of Conduct may result in disciplinary action including termination of a person's involvement with the organisation.

All third-party contractors are also expected to abide by the Child Safety Code of Conduct, and where they are engaging with children will have to sign an agreement to comply with the code, prior to delivering any services.

# Recruiting staff and volunteers

Seville Community House puts child safety and wellbeing at the centre of recruitment and screening processes for staff, committee and volunteers as outlined in the recruitment and screening policy. We only recruit staff and volunteers who are appropriate to engage with children. Members of the Committee of Governance must also be screened.

We require a Working with Children Check, Police Checks and referee checks for all staff and volunteers who have a role with children or have access to children's personal information. We require staff to have appropriate qualifications for their roles and check to make sure these qualifications are valid. Members of the Committee of Governance must hold a valid Working with Children Check and a national Police Check is required.

# Supporting staff and volunteers

Seville Community House is committed to ensuring that all leaders, staff, committee and volunteers receive training to ensure they understand their responsibilities in relation to child safety and to support their engagement with children. Seville Community House assists its leaders, staff, committee and volunteers to incorporate child safety considerations into decisions and to promote a safe environment where children are empowered to speak up about issues that affect them.

All Seville Community House Committee of Governance members, leaders, staff and volunteers are required to complete annual child safety training. Training will be recorded in the Child Safety Training Action Plan.

Staff and volunteers will receive supervision to support their engagement with children and for compliance with the Child Safety Code of Conduct and Child Safety and Wellbeing Policy.

Issues or concerns about a person’s behaviour towards and relationship wiht children will be raised immediately and addressed in line with our Child Safety Code of Conduct .

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Suggest Grievances and Complaints Policy is inadequate for child abuse concerns. Rather all complaints/concerns go through the reporting process.

# Complaints and reporting

All reports of child abuse and child safety concerns will be treated seriously, whether they are made by an adult or a child and whether they are about the conduct of an adult or a child. All complaints and child safety concerns will be responded to promptly and thoroughly.

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These consequences are consequences of the reporting process not currently part of the procedures of the Grievances and Complaints Policy. In addition to the

disciplinary actions mentioned here, it could be added that employees are covered by the disciplinary processes of the NH Agreeement and Committtee members and members of the Association are covered by the disciplinary processes of the Association Rules. Everyone else would be covered by those actions suggested here plus using the suggested actions under the General Code of Conduct where quicker actions are required. Of course anyone can be immediately dismissed or excluded from the House in situations where the Police have had to be called.

The Complaints and Reporting procedures are set out in Appendix One. An easy-to­ understand complaints and reporting information sheet can be found in the Child Safety Code of Conduct- *Appendix A- Child Safety Reporting Process-* which will be displayed at the community house and placed on the website.

***If there is concern for the immediate safety of a child, immediately call 000.***

**Disciplinary Processes- *breaches of the Child Safety Code of Conduct this code are subject to the following disciplinary processes:***

Seville Community House staff, tutors and volunteers are required to prioritise children's safety in any response and to report all potentially criminal conduct to Victoria Police.

Under the disciplinary policies, staff, tutors and volunteers may be subject to actions to support child safety including:

* being stood down during an investigation or terminated following an investigation
* having their duties altered so they do not engage with children at Seville Community House
* not allowing unsupervised contact with children at Seville Community House
* removing their access to the Seville Community House IT system and facilities.

**Anyone else** of whom there is a concern or complaint about their behaviour towards or relationship with a child will be subject to the following actions including:

* Not allowed unsupervised contact with children at Seville Community House
* Asked not to attend further classes/activities at Seville Community House until after an investigation
* May, depending on the outcome of the investigation, not be allowed to return to participating in classes/ activities at Seville Community House to come onto the premises.

# Child Safety Person

Seville Community House has two trained child safety persons with responsibility for responding to any child safety related complaints or concerns.

Photos and names of the child safety persons, and how to contact them, are displayed on our noticeboard and on our website..

If a person does not feel comfortable making a report to a child safety person, they may report their concern to the President/Chairperson of the Committee of Governance.

# Record keeping

Seville Community House is committed to making and keeping full and accurate records about all child-related complaints or safety concerns.

All child safety complaints, concerns, incidents and near misses will be recorded in our incident reporting system.

Records which may assist with the investigation of a complaint or safety concern will be identified and kept as part of the record of an investigation. Records will be kept even if an investigation does not substantiate a complaint.

We will record and keep the outcome of any investigations, and the resolution of any complaints. This includes findings made, reasons for decisions and actions taken.

Records will be stored securely and kept by Seville Community House for at least 45 years.

# Information sharing

Seville Community House may share relevant information to promote the safety and wellbeing of children, where it is appropriate and in their best interests. Seville Community House will keep information about complaints confidential, except where it is necessary to share information to respond properly to a complaint or to prioritise child safety. We may also need to share information about incidents or complaints with external authorities to comply with the law or to prioritise safety. More information is available in our complaint handling policy.

# Risk management

We recognise the importance of identifying and managing risks of child harm and abuse in the physical and online environments operated by Seville Community House.

We conduct regular risk assessments and have a risk management plan to address the risk of child abuse and harm at Seville Community House. The risk management plan will be developed in consultation with our staff, committee, volunteers and parents (children where applicable). We will ensure that any risk controls put in place balance the need to manage harm with the benefits of participating at Seville Community House. The Committee of Management is responsible for approving the risk management plan.

# Non-compliance with this policy and the Child Safety Code of Conduct

Seville Community House will enforce this policy, the Child Safety Code of Conduct and any other related policies (see list below). Potential breaches by anyone will be investigated and may result in restriction of duties, suspension or termination of employment or engagement or other corrective action. More information can be found in our *Disciplinary Policy.*

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or exclusion from Seville Community House as not all offender are going to be employees, contractors or volunteers

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or exclusion from Seville Community House as not all offender are going to be employees, contractors or volunteers

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State that the Code of Conduct is the Child Safety Code of Conduct

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State that the Code of Conduct is the Child Safety Code of Conduct

# Review

Seville Community House will review all child safe practices and policies at least every two years. We also review relevant practices and policies in response to a child safety incident or 'near miss'.

Findings from reviews will be reported to the people involved in our organisation and also inform our approach to continuous improvement of our child safety practices. Reviews are overseen by the Committee of Governance and will be informed by consultation with children (where applicable), families and staff.

**RELATED DOCUMENTS**

# Supporting documents - Seville Community House child safety and wellbeing system

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The Grievances and Complaints Policy does not currently cover reporting of child abuse.

* The following policies and procedures work together to support child safety and wellbeing across all of our operations:

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The Grievances and Complaints Policy does not currently cover reporting of child abuse.

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Needs development and whether could be part of existing policies or does it need to be a separate policy

* Child Safety and Wellbeing Policy

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Needs development and whether could be part of existing policies or does it need to be a separate policy

* Child Safety Code of Conduct
* Recruitment and Screening Policy
* Disciplinary Policy
* Risk Management Plan
* Child Safe Training Plan
* Continuous Improvement Policy

# Supporting legislation

* *Child Wellbeing and Safety Act 2005 (Vic)* (including Child Safe Standards)
* *Children, Youth and Families Act 2005 (Vic)* (including reporting to Child Protection)
* *Crimes Act 1958 (Vic)* (including Failure to Protect and Failure to Disclose offences)
* *Wrongs Act 1958 {Vic)* (including Part XIII - Organisational liability for child abuse)

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| --- |
| Approved by the Committee of Management |
| Date: / / |
| Signed: | …………………………………………….. | Chairperson/Deputy Chairperson |

**Appendix One- Complaint and Reporting Procedures**

**Always call 000 if a child is in immediate danger**

**What to report**

Any child safety concerns, including:

* disclosure of abuse or harm
* allegation, suspicion or observation
* breach of Child Safety Code of Conduct
* safety issues relating to the physical environment

**Who can make a complaint or report of child abuse or harm**

* Parent or carer
* Child or young person
* Staff or Committee member
* Volunteer
* Tutor
* Witness to the incident
* Another service provider
* Other- e.g., cleaner, visitor

**How to make the complaint**

* Face-to-face verbal report at the community house to the Manager, Vicki

Harrison or Child Safety Contact Officers (Vicki Harrison or Nicole Shore)

* Email to the attention of the Manager, Child Safety Contact Officers or President/Chairperson, Keira Cowell- info@sevillecommhouse.org.au
* Phone call to the Manager, Child Safety Contact Officers or President/Chairperson on

 **(03) 5964 3987 or 0492950501 (office hours- Monday to Friday, 9 am to 3.30 pm)**

* Letter addressed to the Manager, Child Safety Contact Officers and/or President/Chairperson- **Seville Community House, 8 Railway Road, Seville, VIC, 3139**
* Meeting organized with the Manager, Child Safety Contact Officers or President/Chairperson

**Record the complaint and relevant information**

* Details of the complaint should be recorded along with other relevant information.
* Refer to ***Appendix Two- Complaint Record Form***
* In summary the following should be recorded:
* Date of complaint
* Person receiving and handling the complaint
* Name and contact details of the person who makes the complaint , noting the preferred method of communication
* Information about the complainant and the child at risk
* Nature of the complaint
* Immediate risk considerations
* Next steps

**Acknowledge the complaint**

Let the complainant, if they have not been spoken to directly know that the complaint has been received using their preferred method of communication. Inform them of their contact point and provide the child or young person with information about the complaint handling process, the likely next steps and the expected timeframe.

**Assess the complaint and assess immediate risks**

Initial assessment of the complaint should address the following questions:

* Does the complaint raise any immediate risks to the safety or wellbeing of a child or young person or other person?
* What other issues does the complaint raise?
* What steps need to be taken to address and manage risks throughout the complaints
* process**? At this point the decision may be to refer the matter to the Police or Child Protection Authority**
* Does the child or young person affected by the complaint (or other children involved or
* impacted) require any additional supports during the complaints process?
* What evidence needs to be immediately secured/protected/kept confidential?
* How serious, complicated or otherwise urgent are the issues raised in the complaint

 (from both the perspective of the complainant, involved child or young person and

 the organisation)?

* Are the issue/s raised within your organisation’s control?
* Are the outcomes sought by the complainant viable?
* If more than one issue is raised, will they need to be separately addressed?
* What other authorities or agencies (e.g., police, health services) need to know about
* the issues raised by the complaint or be involved in the response?
* What type of information should the complainant be provided following your
* assessment?
* Is further information needed from the complainant in order to properly assess and

 resolve the complaint?

If the complaint is not about something your organisation can respond to, you should

ensure that the complainant is told this and (wherever possible) referred to a person or

organisation that can help as quickly as possible.

**Planning the involvement of the child or young person**

Once the issues raised by the complaint have been assessed, you should develop a plan

for involving the affected child or young person and their parent or carer at key stages

of the complaint, including when and how information will be communicated to them

throughout the process and how they will be supported.

You should record your rationale for all decisions in this area. It is critical that rapport is

established with the child or young person early on by those involved in the complaints

process. For example, with the contact person and the person undertaking an interview

with the child or young person. It should also cover how the child’s parents or carer will be

involved in the process.

**Resolving complaints**

After assessing the complaint, plan the actions required to manage and resolve it.

Wherever possible, your organisation should try to resolve complaints promptly with a

complainant and—particularly where the matter is minor—as soon as possible after

the complaint is made. However, where the complaint relates to a serious allegation

or incident, this may not be appropriate. It is critical that you keep the complainant

adequately informed about what is happening with their complaint and clarify

timeframes where there are delays.

The more promptly a complaint is resolved, the more likely that the complainant will be

satisfied and have a better regard for the organisation. Dissatisfaction tends to increase

with time, especially if progress and/or reasons for delay are not communicated. During

the initial assessment (noted above), you may have identified some issues that can be

responded to more quickly than others. Staff should be required to keep records of any

reasons for delays in responding to complaints, and any communication with the person

making the complaint.

**To resolve the complaint:**

* work with the person making the complaint to see how the issues can be

 appropriately addressed

* make inquiries with the person or organisational team/unit the subject of the

 complaint, and/or

* conduct an investigation into the issues raised in the complaint, in cooperation with

The nature and scope of any action taken will depend on a number of factors including:

* the circumstances of each case
* any statutory requirements
* the issue(s) complained about
* the parties involved
* the likely outcome

More serious complaints will require an evidence-based rather than an outcome-focused approach.

**Conducting an investigation**

The following steps are generally undertaken as part of an investigation:

* Action the relevant issues identified through the assessment process, starting with

 any immediate safety risks posed to a child, young person or class of children, and

 undertaking any risk management associated with the subject of complaint.

* Select the appropriate investigative approach by looking at any statutory

 requirements, consulting relevant external bodies (e.g. police and child protection

 agencies) and considering the nature of the issue or allegations raised and the likely

 outcome of the investigation.

* Develop an investigation plan, ensuring that, where appropriate, relevant authorities

 are consulted and involved in its design and implementation to ensure an

 organisation’s actions do not compromise a police or child protection investigation.

* Obtain and protect evidence, including identifying relevant witnesses and putting

 the allegations to the subject of complaint at the appropriate point in time—

 affording them fairness.

* Analyse, assess and weight all of the evidence gathered.
* Make findings about the allegations, and explain them to the subject of complaint

 and the complainant.

**Provide regular updates throughout the complaints process**

Let the complainant and—depending on the complainant’s needs, also their family,

guardian and/or support person—know what is happening with their complaint, when

they can expect to hear from you and who to contact for more information or if they

have questions about the process.

The frequency of updates and the nature and quantity of information provided to the

complainant should be determined in accordance with their specific needs and wishes,

and privacy and confidentiality obligations.

**Provide the final outcome**

Report final findings to the complainant, the subject of complaint and other stakeholders,

considering privacy, confidentiality and procedural fairness obligations.

Explain to the complainant and the subject of complaint—using the most appropriate

communication channel and putting in place any necessary supports—the key steps

taken to investigate the complaint, the outcome (including the reasons for your

decision), and available avenues for review and/or appeal if they are dissatisfied with

the outcome and/or the complaints process.

**Close the complaint and record the outcome**

Close the complaint and keep comprehensive records about:

* how the complaint was managed
* the outcome
* any recommendations and/or outstanding actions and how they have been

 addressed.

It is also a good idea to make a record of any systemic issues identified. Invite people to

provide feedback at the conclusion of the complaints process.

**Facilitating ongoing support for those involved in the complaint**

As part of your process for finalising complaints, you should consider whether the person

who made the complaint or a child or young person involved in the complaint (or their

parents/carers) is likely to need or want ongoing support. This might include support you

can provide within your organisation, as well as referrals that you can facilitate to other

organisations where required (for example, referrals for counselling).

**Continuous improvement**

In addition to making adjustments to any systems or practice weaknesses identified

by a specific complaint or general feedback, organisations should have a system

for collecting, maintaining and reviewing complaints data to identify any broader

trends with the aim of improving service delivery/performance. Look for opportunities

to communicate with people who have made complaints, and with stakeholders

broadly, about any changes or improvements brought about through the handling of

complaints, or review of complaint data. This helps people to see the tangible benefits

from making complaints, and may help people to feel more comfortable about raising

other concerns in the future.

**11**

**12**

**8Refer**

**Reference:**

Australian Government National Office for Child Safety- *Complaint Handling Guide: Upholding the rights of children and young people* 2019

This reference provides comprehensive information as to how to conduct a complaint

**What is in this Guide?**

The Guide is made up of nine separate guidelines reflecting the key considerations for

implementing an effective complaint management system which upholds the rights of children

and young people. There is a range of practical tips throughout the Guide. Additional advice

and tools can be found in the attached appendices.

**1. Embedding Children’s Rights, Safety and**

**Wellbeing into the Complaints Process ............................... 1**

 Creating a child-rights-focused complaints culture

 What is a complaint?

 Respecting the rights of children and young people, and encouraging them to speak up

 Making clear what people can complain about and how to complain

 Providing multiple ways to make a complaint

 Identifying and addressing barriers to participating in the complaints process

 Planning the involvement of children and young people in the complaints process

 Supporting children and young people and their parents/carers through the complaints

process

 Embedding child safety and wellbeing in the complaints process

 Respecting diversity and cultural difference

**2. Reporting Responsibilities .......................................................30**

 Being clear about what needs to be reported

 Identifying which external authorities should receive reports

 Working collaboratively with police and child protection authorities

 Reporting responsibilities under reportable conduct schemes

 Employment screening bodies

 Other reporting obligations

**3. Sharing Information and Communicating with**

**Stakeholders ........................................................................... 39**

Know the obligations

 Who are the possible recipients of information?

**4. Confidentiality and Privacy ......................................................47**

 Maintaining confidentiality

 Personal information and privacy

**5 Managing Risks – Complaints and Incidents ................................53**

. What is risk management?

. Identifying and preventing risks in child safe organisations

. Conducting an initial risk assessment and response to a complaint

. Ongoing risk management

**6. Conducting Investigations Involving Children and**

**Young People ................................................................... 58**

. Determining whether an investigation is needed

. Key stages of a child-focused investigation process

**7. Being Fair and Objective ................................................... 68**

Key components of a fair complaint-handling process

. Recognising and managing conflicts of interest

. Affording fairness to the subject of the complaint

**8. Explaining Outcomes and Review Options**

Providing reasons

. Available outcomes

. Managing expectations about likely outcomes

. Explaining outcomes and decisions

. Asking for a review

**9. Record Keeping and Complaints Data ...............................86**

. Establishing and maintaining an effective record-keeping system

. Recording complaints data

. The value of complaints data – continuous improvement

. Complying with record-keeping obligations

. Releasing records

**Appendices:**

**Appendix A:** Checklist for an effective complaint-handling system

**Appendix B:** Complaint-handling process: An overview

**Appendix C:** Answers to common questions from children and young people about the

complaints process

**Appendix D:** Factors to consider when developing a plan for involving children and young

people in a complaints process

**Appendix E:** Tips for responding to trauma during the complaints process

**Appendix F:** Practical tips for creating a safe organisation for children and young people from

diverse backgrounds

**Appendix G:** Child safety reporting process within an organisation

**Appendix H:** Defining concerning behaviour, misconduct and criminal conduct in a Code

of Conduct

**Appendix I:** Conducting an initial risk assessment – key actions and factors to consider when

responding to a complaint or incident

**Appendix J:** Planning an investigation – factors to consider

**Appendix K:** Tips for interviewing children and young people

**Appendix L:** Checklist for responding to serious complaints involving the conduct of staff

members and volunteers (including reportable allegations)

**Appendix M:** Complaint Record Form

**Appendix N:** Tips for recording key complaints data

**Appendix Two- Complaint Record Form**

**Add printed form**