

# Child Protection Complaint Procedures

## **Statement**

Everyone in our organisation should be confident in reporting inappropriate behaviour around children and know that all complaints regarding the welfare of children will be dealt with honestly and fairly. Any concerns about safety or welfare of a child or young person should be reported immediately.

## **All complaints should be reported. This includes:**

- Disclosure of abuse
- Concerns about inappropriate behaviour around children
- Suspicion of abuse or harm to a child or young person

## **All complaints must be reported to one of our Child Safety Contacts.**

A child or young person, or any staff member, trainee or parent can make a complaint or raise a concern, directly to one of our Child Safety Contacts. They are:

- Debbie Woolford
- Michael Yeomans

Our Child Safety Contacts can be contacted on 02 9937 6600.

## ***The Child Safety Contact will take the following action:***

- Investigate the complaint and determine what action is required.
- Explain to the complainant who will be informed of the complaint.
- Advise the parent or guardian (unless they are the perpetrator).
- If the complaint involves inappropriate behaviour and a breach of the Code of Conduct, take action and discipline the offender.
- Follow the NSW Department of Family and Community Services (NSW) current procedures and inform everyone involved in the complaint of the action required.
- Make appropriate follow up with the child, parents and staff.

## **Confidentiality**

Confidentiality is essential to a fair and effective reporting process. Information regarding any complaints or concerns raised will only be given to relevant people or authorities involved in the complaints process.