

Child Safe Complaint Procedures



DECEMBER 2020

The Process

- 1 Record the complaint
- 2 Acknowledge the complaint
- 3 Initial assessment of complaint
- 4 Address the complaint
- 5 Contact the person making the complaint regarding decision
- 6 Close the complaint
- 7 Ensure correct record keeping of complaint
- 8 Review any actions related to the complaint

Statement

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

All concerns should be reported

This may include:

- Disclosure of abuse
- Concerns about inappropriate behaviour around children
- Suspicion of abuse or harm to a child or young person
- All other concerns about the welfare of any child participating in our program

Process for raising a concern or making a complaint

Any customer, child or young person, or any staff member or trainee can make a complaint or raise a concern directly with the Operations Manager at each pool, or to one of our Child Safety Contacts:

- Michael Yeomans
- Camilla Merrilees

Our Child Safety Contacts can be contacted via Carlile Swimming's head office on 02 9937 6600.

Confidentiality

We are aware of, and operate within, strict privacy frameworks. Throughout the complaint management process, we will ensure privacy and confidentiality obligations are adhered to. 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.

Our complaints handling process

On receipt of complaint

We will record the complaint and all supporting information. The record of the complaint will document:

- the contact information of the person making the complaint, unless the complainant wishes to not disclose their information
- issues raised by the person making the complaint and the outcome/s they seek
- other relevant information
- additional support that we can offer if the person making a complaint requires

Acknowledge the complaint

We will acknowledge receipt of each complaint promptly. For all complaints related to the safety of children we will respond as a matter of urgency.

Consideration will be given to the most appropriate medium (e.g. phone, email, letter) for communicating with the person making the complaint including their preferred method.

Initial assessment and addressing of complaints

Initial assessment

We will confirm whether the issue/s raised in the complaint is/are within our control. We will also consider the outcome/s sought by the person making a complaint and, where there is more than one issue raised, determine whether each issue needs to be separately addressed.

When determining how a complaint will be managed, we will consider:

- how serious, complicated or urgent the complaint is (including seeking Police assistance if any conduct could be criminal)
- whether the complaint raises concerns about people's health and safety
- how the person making the complaint is being affected
- the risks involved if resolution of the complaint is delayed
- whether a resolution requires the involvement of other organisations (external agencies)

Addressing complaints

After assessing the complaint, we will consider how to manage it. To manage a complaint, we may:

- give the person information or an explanation
- gather information from the person or area that the complaint is about, or
- investigate the claims made in the complaint

We will keep the person making the complaint up to date on our progress, particularly if there are any delays. We will also communicate the outcome of the complaint using the most appropriate medium. The actions we decide to take will be tailored to each case and consider any statutory requirements.

Notification of our decision(s)

Following consideration of the complaint and any investigation into the issues raised, we will contact the person making the complaint and advise them:

- the outcome of the complaint and any action we took
- the remedy or resolution/s that we have proposed or put in place
- options for review that may be available to the complainant, such as an internal review, external review or appeal

Closing the complaint, record keeping, redress and review

We will keep comprehensive records about:

- how we managed the complaint
- any contact we have with statutory agencies, including Police
- the outcome/s of the complaint (including whether it or any aspect of it was substantiated, any recommendations made to address problems identified and any decisions made on those recommendations), and
- any outstanding actions that need to be followed up

We will ensure that outcomes are properly implemented, monitored and reported to the complaint handling manager and/or senior management.