

Responding to Complaints Procedure

This procedure should be read in conjunction with the 'Governance and Leadership Policy'.

Informal Complaint

1. Complaint is received and/or directed to the Supervisor on Duty.
2. If the problem is about an issue that is outside the control of the service, the Supervisor will let them know who they should contact if they wish to take the matter further.
3. The Supervisor will assess the complaint to determine if this a reportable matter that must be referred to the Centre Manager immediately.
4. If not, and the concern can be addressed and resolved immediately, the Supervisor resolves the issue and documents the details for future reference.
5. If the complaint is not able to be resolved immediately by the Supervisor, the Centre Manager will be notified to assess the situation and discuss with relevant parties to determine if a resolution is achievable.
6. If a resolution is not achieved, the complaint will be raised as a Formal Complaint.

Formal Complaint

1. The Centre Manager will notify the General Manager of the complaint and keep them informed throughout the process.
2. The Centre Manager will assess the complaint and report to relevant authorities as required.
3. The Centre Manager will arrange a meeting with the complainant, and/or other relevant parties, to discuss their concerns and they will be given an opportunity to suggest how the situation could be rectified to their satisfaction. Confidential conversations will take place in a quiet area away from others.
4. If a resolution is not achieved, a formal investigation will be conducted.
5. After an investigation with all relevant parties has taken place the General Manager and Centre Manager will determine an outcome and notify the complainant of their decision.
6. If the matter is still not resolved, the complaint will be referred to an external party for resolution.
7. All relevant authorities will be updated by the Centre Manager.

Complaints relating to children exhibiting harmful sexual behaviours

If a complaint is received that relates to a child exhibiting harmful sexual behaviours, the following will be completed in addition to our usual procedure above.

1. All complaints of this nature, regardless of whom they are received from (child, parent, community etc), will be taken seriously and investigated accordingly. If the

child is in immediate danger, then the emergency services will be called to assess the situation.

2. The Centre Manager will refer to current resources which help identifying the difference between developmentally appropriate and harmful sexual behaviours by children in order to understand the steps needed moving forward.
3. The child exhibiting the harmful behaviours may be separated temporarily while the complaint is investigated. The parents will be informed of the complaint (whilst maintaining confidentiality of the complainant) and the child may not be permitted to attend care until appropriate strategies have been implemented.
4. The ChildStory Mandatory Reporters Guide will be used to report if necessary.
5. Referring a child with harmful sexual behaviours for specialist assessment may be necessary to determine the most appropriate therapeutic intervention for that child. Each local health district has a range of services (New Street Services, Safe Wayz).
6. Monitoring the wellbeing of all children involved is essential including the victim, the child exhibiting the harmful behaviours and any children who may have witnessed or been impacted.

Educators will;

- keep informed of current research that identifies the difference between developmentally appropriate and harmful sexual behaviours by children.
- give children clear guidance on what sexual behaviours are acceptable, what peer and adult behaviours are wrong, and where they can seek help if they feel unsafe through age appropriate child safety awareness programs.

PROCEDURE VERSION AND REVISION INFORMATION



Current version 2

Authorised by GENERAL MANAGER

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