

## Camp Gan Izzy - Dealing with complaints Policy

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### National Regulations

<b>Regs</b>	155	Interactions with children
	156	Relationships in groups

### Aim

- To ensure that complaints will be dealt honestly and fairly.
- Everyone in the centre should be confident in reporting inappropriate behaviour around children.
- Everyone in the centre should report any concerns about the safety or welfare of a child or young person immediately

### Related Policies

Enrolment Policy

Interactions with Children Policy

Incident, Injury, Trauma and Illness Procedures Policy

Medical Conditions Policy

Delivery of Children and Collection Policy

### Who is affected by this policy?

Child

Families

Management

## Implementation

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

- Disclosure of abuse.
- Inappropriate behaviour around kids.
- Suspicion of abuse or harm to a kid.

### All complaints must be reported to the Child Safety Contact Person, (Elimelech Levy) on (0433 549 190).

- A child or young person, or any staff member/volunteer/student can make a complaint, or raise a concern, directly to the Child Safety Contact Person.

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

- Listen to the person making the complaint and make a record of the complaint using the 'Complaint Record Form'.
- In NSW make a report to the NSW Department of Community Services in the case of an allegation of child abuse. Inform everyone involved in the complaint of the requirement to make this report.
- If the complaint involves inappropriate behaviour and a breach of the Code of Conduct, the Supervisor will need to take action in accordance with the internal discipline procedure.
- Any person who has reasonable grounds to believe that a child or young person is at risk of significant harm may report to FACS.

Phone 132 111 to report child abuse or neglect (24 hour service).

- Some people must report if they have reasonable grounds to suspect a child is at risk of significant harm. They are legally 'mandatory reporters' and must report concerns about risk of significant harm to kids to FACS.

### NSW Ombudsman

People using these services can complain to the Ombudsman and the Ombudsman can check that the service has handled the complaint properly.

The NSW Ombudsman's 'Complaint Handler's Tool Kit' and 'Child Protection for the Workplace' Guidelines are available at: [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

It is not required to report conduct that is reasonable for the discipline, management and care of children or if it was found the conduct did not occur. For more information go to:

[www.kids.nsw.gov.au/check](http://www.kids.nsw.gov.au/check)

### NSW Commission for Children and Young People

Employers must provide details to the NSW Commission for Children and Young People of any worker, volunteer or student who has been the subject of completed employment proceedings involving:

- reportable conduct;
- acts of violence committed by them in the presence of a child.

## Dealing with Complaints

Complaints Policy for:

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1. Statement:

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2. All complaints should be reported. This includes:

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3. All complaints must be reported to:

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4. The Child Safety Contact Person will take the following action:

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5. Reporting Obligations:

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6. Confidentiality:

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7. Training and Staff Support:

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8. Closing the Complaint Process:

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## **Review**

The policy will be reviewed annually.

The review will be conducted by:

- Management
- Families
- Interested Parties

**Reviewed: 04 – 01 – 2017**

**Date for next review: 04 – 01 – 2018**