



# Standard 7

*Processes for complaints and concerns are child focused.*

## How do we apply the Standard?

- Create a culture where complaints are taken seriously.
- Implement a child focused complaint handling process.
- Respond to complaints promptly, thoroughly and with confidentiality.
- Provide support for all parties.
- Include reporting to external authorities in your policy.
- Ensure complaint handling information is publicly available.
- Train staff and volunteers in how to respond to complaints.
- Be aware of Failure to Disclose and Failure to Protect legislation and the Reportable Conduct Scheme.

*"I know who to talk to if I feel uncomfortable, unsafe or worried about something."*

*"I know who to talk to if someone asks me to do something I don't want to do."*

*"The adults here will believe me if I speak up about something and they will do something about it"*



## How do we document the Standard?

- A child focused complaint handling policy.
- Complaint handling procedures that describe likely time frames, review processes and potential outcomes of complaints.
- Code of Conduct that clearly describes appropriate and inappropriate behaviour.
- A disciplinary policy, outlining how breaches to Code of Conduct or allegations will be responded to.
- Records of complaints made, concerns raised and disclosures made to your organisation, including how these were responded to and external reports that were made.
- Accessible complaint handling information available online and in print. e.g. website, social media, brochures, posters, fact sheets.
- Records of training for staff and volunteers in complaint handling, how to respond to a disclosure, and Code of Conduct.

## What does it look like in action?

- Children and young people know who to talk to if they are feeling unsafe and know what will happen.
- All concerns and complaints are taken seriously and followed up.
- Staff and volunteers are well informed and feel supported to raise concerns about child safety.
- Your organisation's process of handling complaints and concerns prioritises the safety and wellbeing of children and young people.
- Information about the complaints process is accessible.
- Staff and volunteers know when and how to report.
- Breaches to your organisation's Code of Conduct are addressed.
- Complaints, concerns and allegations are responded to with fairness to all parties including support and information as appropriate.

*how can we help you?*