



# Complaint Handling Procedure

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# Child Safety - Complaint Handling Procedure

## Table of Contents

Background and Context.....

**Purpose** .....

**Scope** .....

**Relationship to the Child Safe Standards** .....

**Responsibilities** .....

**Complaints Management** .....

**How do I make a complaint?**.....

**How will BNC respond to a complaint?** .....

**Resources / References** .....

## Background and Context

The Victorian Child Safe Standards were developed as a response to the *Victorian Parliament's Betrayal of Trust inquiry in 2013*. The Inquiry report highlighted inconsistent practices for keeping children safe within child facing organizations.

For further background information refer to the BNC Child Safety and Wellbeing Policy

## Purpose

Provide clarity regarding the procedure that BNC implements for the management of complaints or concerns related to

- allegations of child abuse and harm
- Child safeguarding concerns.

This procedure should be read in conjunction with the Safety and Wellbeing Policy.

## Scope

This procedure applies to all BNC volunteers, children, families and others involved with BNC.

## Relationship to the Child Safe Standards

Standard Seven

Processes for complaints and concerns are child-focused.

## Requirements

7.1 The organisation has an accessible, child-focused complaint handling policy which clearly outlines the roles and responsibilities of leadership, staff and volunteers, approaches to dealing with different types of complaints, breaches of relevant policies or the Code of Conduct and obligations to act and report.

7.2 Effective complaint handling processes are understood by children and young people, families, staff and volunteers, and are culturally safe.

7.3 Complaints are taken seriously and responded to promptly and thoroughly.

7.4 The organisation has policies and procedures in place that address reporting of complaints and concerns to relevant authorities, whether or not the law requires reporting, and co-operates with law enforcement.

7.5 Reporting, privacy and employment law obligations are met.

## Responsibilities

Position	Accountability / Responsibility
President	Accountable for <ul style="list-style-type: none"> <li>overseeing the development, review and implementation of processes that support complaint and report handling.</li> <li>supporting and resourcing Child Safe Officers to effectively respond to and make recommendations in relation to Child Safe Incidents</li> <li>facilitate the implementation of Child Safe practices across BNC</li> <li>BNC compliance with Child Safe Standards and reporting.</li> </ul>
Child Safe Officer	Responsible for <ul style="list-style-type: none"> <li>Implementing established investigation processes when a concern or report is made with respect to BNC.</li> <li>Recommending system improvements to BNC child safe policies, procedures and culture,</li> <li>Supporting review of practices following a child safeguarding report.</li> </ul>
Volunteers	Responsible for <ul style="list-style-type: none"> <li>Being aware of and complying with BNC Child Safe policies and procedures.</li> <li>Supporting a culture of child safeguarding.</li> <li>Reporting concerns to Child Safe Officers when they become aware of a concern.</li> </ul>
BNC community	When you see something, say something. Reporting concerns to Child Safe Officers or the BNC President.

## Complaints Management

### Who can make a complaint

- Parent/Carer/Guardian
- Child or young person
- Volunteers
- Participants
- Contractors, or
- A member of the public.

Complaints or concerns can also be raised by the above people on behalf of an alleged victim.

### **How do I make a complaint?**

If the complaint relates to Child Safety, please contact the BNC Child Safe Officers or if the concern relates to this person, speak with the President.

If you are not comfortable making a complaint to someone within BNC, you may wish to contact the Police (if there is an immediate danger), your local child protection service, or the Commission for Children and Young People.

### **How will BNC respond to a complaint?**

Please see the “Responding, Reporting and Investigating” section of the BNC Child Safety and Wellbeing Policy.

### **Resources / References**

<https://www.childsafety.gov.au/system/files/2022-09/nocs-complaint-handling-guide.pdf>