



Dealing with Complaints

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Complaint Policy	
1. Statement	Everyone involved with Project Bucephalus should: <ul style="list-style-type: none">• Be confident that complaints will be dealt with honestly and fairly.• Be confident in reporting inappropriate behaviour around kids.• Report any concerns about the safety or welfare of a child or young person immediately
2. Reporting Complaints	ALL complaints should be reported. This includes: <ul style="list-style-type: none">• Disclosure of abuse• Inappropriate behaviour around youth• Suspicion of abuse or harm to a youth member.
3. Child Safety Person	All complaints must be reported to a Child Safety Contact Person: <ul style="list-style-type: none">• Andrew Clark on 0403 390 547• Lyndell Clark on 0402 859 141 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.
4. Action	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' available at www.kidsguardian.nsw.gov.au . If the complaint involves an allegation of child abuse: Make a report to the Department of Family and Community Services. 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 Lead Mentors will take action in accordance with the internal procedure.
5. NSW Reporting	Any person who has reasonable grounds to believe that a child or young person is at risk of significant harm may report to Department of Family and Community Services. Phone 132 111 to report child abuse or neglect (24-hour service). The Lead Mentors of Project Bucephalus are Mandatory Reporters and must report to Department of Family and Community Services if they have reasonable grounds to suspect a child is at risk of significant harm.

6. Office of the Children's Guardian

Reporting bodies have a legal obligation to report findings of sexual misconduct and serious physical assault involving children by a child-related worker to the Office of the Children's Guardian.

Under Schedule 1 of the Child Protection (Working with Children) Act 2012 the conduct that must be reported is:

- sexual misconduct committed against, with or in the presence of a child, including grooming of a child.
- any serious physical assault of a child.

Under the legislation, reporting bodies must investigate allegations of such conduct to make an informed finding as to whether or not the conduct occurred.

To determine whether or not the conduct meets the criteria, reporting bodies must consider the nature of the conduct itself and the context in which it occurred.

If the investigation results in a finding that sexual misconduct or serious physical assault occurred, the reporting body must report this finding to the Office of the Children's Guardian.

Under the Child Protection (Working with Children) Act 2012. only findings of sexual misconduct and serious physical assault must be reported, although the Ombudsman may report other misconduct to the Office of the Children's Guardian.