

## 6. COMPLAINTS MANAGEMENT POLICY

All complaints should be reported. This includes:

- criminal conduct
- disclosures or reports of abuse
- risk of significant harm (ROSH)
- reportable allegations (an allegation that an employee has engaged in conduct that may be reportable conduct)\*
- unacceptable behaviour around children and young people that breaches our Child Safe Code of Conduct.

### **Making an external complaint/report**

Who must make an external report

It can be a criminal offence for adults not to report to police if they know, believe or ought reasonably believe that a child abuse offence has been committed against another person. In addition, it can be a criminal offence for people employed in an organisation that provides child-related services if they fail to reduce or remove the risk of a child becoming a victim of child abuse.

### **Mandatory Reporting**

Mandatory reporting is the requirement by law for selected classes of people to report suspected child abuse and neglect to government authorities. In NSW, mandatory reporting is regulated by the Children and Young Persons (Care and Protection) Act 1998 (the Care Act). The NSW Mandatory Reporter Guide lists concerns that are reportable for Mandatory Reporters.

The NSW Mandatory Reporter Guide (MRG) is designed to guide you through the process of mandatory reporting.

### **Making an internal complaint/report**

Child safeguarding officer(s) in our organisation

Isabella Nikodinovski

Director of N2 Dance Productions

[Isabella@n2dance.com.au](mailto:Isabella@n2dance.com.au) | 0422 939 749

### **Overview of the complaint-handling process**

Once an allegation or complaint has been made, use this step-by-step process to make sure it is appropriately followed up:

- 1.steps are taken to identify and address any risks
- 2.the incident is recorded
- 3.reporting obligations are met, if necessary
- 4.an investigation is conducted, keeping everyone involved up to date with what is happening
- 5.ongoing support is offered to the child or young person as needed
- 6.the incident is reviewed and our child safe documents are updated, if necessary. This includes reviewing our Risk Management Plan.

### **Risk management on receiving an allegation or disclosure**

It is the responsibility of N2 Dance Productions to conduct a risk assessment after receiving an allegation, to ensure the safety of all people involved and maintain the integrity of any potential investigation.

## Complaints & Incident Report

1. Your name and position:

2. Name of child or young person involved:

3. Name of person making the complaint:

4. Name of the person who the complaint is made against:

5. Nature of the complaint:

Time:

Date:

Location:

What happened (this can include observations of the child's behaviour):

6. Details of any injuries and if the child received medical attention:

7. Accurately record what the child said when describing what happened:

# Complaints & Incident Report

COMPLAINTS & INCIDENT RECORD FORM Cont.

8. Details of anyone who saw what happened (include phone number):

9. Does this complaint indicate the possibility of child abuse, ie physical abuse, sexual abuse, or neglect?

10. If yes, provide details of your report to the appropriate Child Safety Office in your state:

11. If complaint relates to inappropriate behaviour, details of internal discipline process followed:

12. Any follow up required?

13. If Yes, provide details:

Signed:

Print name:

Date: