

# COMPLAINTS

QUALITY AREA 7 | ELAA version 1.1



## PURPOSE

This policy will provide guidelines for how:

- the children and adults attending Denzil Don Kindergarten can make a complaint.
- the service will deal with complaints received, including procedures to be followed.
- the service will respond to complaints or concerns relating to a child's safety.
- the service will respond to incidents, disclosures and suspicions of child abuse.
- the service will respond to breaches of the Code of Conduct Policy.



## POLICY STATEMENT

### VALUES

Denzil Don Kindergarten, along with its broader community, is committed to:

- providing an environment of mutual respect and open and direct communication to ensure staff, students, volunteers, visitors, parents/carers, children, and others attending programs and activities at the service know that their concerns about any aspects of the service program or operations will be listened to and addressed appropriately.
- providing a safe environment for the children attending the service.
- complying with all legislative and statutory requirements.
- dealing with disputes and complainants with fairness and equity.
- establishing processes to respond to complaints in a timely way.
- treating complaints with sensitivity.

### SCOPE

This policy applies to staff, students, volunteers, visitors, parents/carers, children, and others attending programs and activities at Denzil Don Kindergarten, including offsite excursions.

RESPONSIBILITIES	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	All other staff, including teaching and non-teaching	Parents/carers	Contractors, volunteers, and students
<b>R</b> indicates legislation requirement and should not be deleted					
Being familiar with <i>Education and Care Services National Law Act 2010, Education and Care Services National Regulations 2011</i> , service policies, constitution, and procedures	R	√	√	√	√

Ensuring that complaints are reflected upon to improve the quality of the service continually	R	√			
Identifying, preventing, and addressing potential concerns before they become a formal complaint	R	√	√		√
Ensuring that the name and mobile number of the responsible person ( <i>refer to Staffing Policy</i> ) to whom complaints may be addressed are displayed prominently at the main entrance of the service ( <i>National Law: Section 172, Regulation 173(2)b)</i> )	R	√			
Ensuring the address and telephone number of the Authorised Officer at the DET regional office are displayed prominently at the main entrance of the service ( <i>Regulation 173(2)(e)</i> )	R	√			
Advising parents/carers and new service members of the <i>Complaints Policy</i> upon enrolment	R	√			
Ensuring the complaints processes is child-focused, understood broadly (including by children, families, staff, and volunteers), culturally safe, and compliant with privacy laws, reporting obligations, and employment law.	R	√			
Ensuring educators, staff, volunteers, and students are well informed about their child protection responsibilities and reporting and privacy obligations	R	R	√		√
Ensuring educators, staff, volunteers, and students are well informed about the different ways children express concerns or distress and disclose harm, as well as processes for responding to disclosures from children	R	R	√		√
Ensuring the management of a complaint that alleges a child is exhibiting harmful sexual behaviours is child-focused, culturally safe, and compliant with privacy laws, reporting obligations, and employment law	R	√			
Ensuring children have access to age-appropriate information, support, and complaints processes in ways that are culturally safe, accessible, and easy to understand	R	√	√		√
Ensure that barriers to all children's complaints are removed and reasonable adjustments are made to meet their needs.	√	√	√		
Ensuring that this policy is always available for inspection at the service ( <i>Regulation 171</i> )	R	√			
Ensuring the complaint-handling process is easily understood by children, families, staff and volunteers and is culturally safe ( <i>refer to Attachment 2 and 4</i> )	√	√	√		
Ensuring the different ways children can make a complaint based on their feedback ( <i>refer to Attachment 4</i> )	√	√	√		
Being aware of and committed to the principles of communicating and sharing information with service employees, members, and volunteers	R	√			
Responding to all complaints in the most appropriate manner and at the earliest opportunity	R	√	√		√
Treating all complainants fairly and equitably	R	√	√		
Discussing minor complaints directly with the party involved as a first step towards resolution (the parties are encouraged to	R	√	√	√	

discuss the matter professionally and openly work together to achieve a desired outcome)					
Communicating any concerns relating to service management or operation as soon as is practicable		√	√	√	√
Providing a Complaints Register ( <i>refer to Definitions</i> ) and ensuring that staff record complaints along with outcomes	R	√			
Providing information as requested by the approved provider, e.g., written reports relating to the complaint		√	√	√	√
Notifying the approved provider if the complaint is notifiable ( <i>refer to Definitions</i> ) or is unable to be resolved appropriately and promptly		√	√	√	√
Always complying with the service's <i>Privacy and Confidentiality Policy (Regulations 181, 183)</i>	R	√	√	√	√
Establishing a Complaints Subcommittee or appointing an investigator to investigate and resolve complaints when required ( <i>refer to Attachment 2</i> )	√	√			
Referring notifiable complaints ( <i>refer to Definitions</i> ) or complaints that are unable to be resolved appropriately and promptly to the Complaints Subcommittee.	√	√			
Co-operating with requests to meet with the Complaints Subcommittee and/or provide relevant information when requested in relation to complaints	√	√	√	√	√
Informing DE in writing within 24 hours of any complaints alleging that a serious incident ( <i>refer to Definitions</i> ) has occurred at the service or that the Education and Care Services National Law has been breached ( <i>National Law: Section 174, Regulation 176(2)(b)</i> )	R	R			
Working cooperatively with the approved provider and DET in any investigations related to complaints about Denzil Don Kindergarten, its programs, or staff.	√	√	√	√	√
Receiving recommendations from the Complaints Subcommittee and taking appropriate action	√	√			
Analysing complaints, concerns, and safety incidents to identify causes and systemic failures to inform continuous improvement	√	√			
Always maintaining professionalism and integrity ( <i>refer to Code of Conduct policy</i> )	√	√	√		√

## BACKGROUND AND LEGISLATION



### BACKGROUND

Complaints may be received from anyone who liaises with Denzil Don Kindergarten.

In most cases, the Centre Coordinator and/or Educational Leader will handle complaints. All complaints must be assessed to determine whether they are general or notifiable (*refer to Definitions*). Depending on the severity of the complaint, the Committee of Management will be advised of it and may assist with resolution and outcomes.

When a complaint has been assessed as 'notifiable,' the Centre Coordinator provider must notify the Department of Education (DE). The approved provider will investigate the complaint and take any necessary actions, in addition to responding to requests from and assisting with any investigation by DET.

There may be occasions when the complainant reports the complaint directly to DE. If DE then notifies the Centre Coordinator about a complaint received, the Centre Coordinator provider is still responsible for investigating and handling the complaint as outlined in this policy, in addition to cooperating with any investigation by DE.

The DE will investigate all complaints it receives about a service where it is alleged that the health, safety, or wellbeing of any child within the service may have been compromised or that there may have been a contravention of the [Education and Care Services National Law Act 2010 and the Education and Care Services National Regulations 2011](#).

## LEGISLATION AND STANDARDS

Relevant legislation and standards include but are not limited to:

- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Children, Youth and Families Act 2005 (Vic)
- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011
- Information Privacy Act 2000 (Vic)
- National Quality Standard, Quality Area 7: Governance and Leadership
- Privacy Act 1988 (Cth)
- Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth)
- Privacy Amendment (Notifiable Data Breaches) Act 2017 (Cth)
- Privacy and Data Protection Act 2014 (Vic)
- Privacy Regulations 2013(Cth)

The most current amendments to listed legislation can be found at:

Victorian Legislation – Victorian Law Today: [www.legislation.vic.gov.au](http://www.legislation.vic.gov.au)

Commonwealth Legislation – Federal Register of Legislation: [www.legislation.gov.au](http://www.legislation.gov.au)



## DEFINITIONS

The terms defined in this section relate specifically to this policy. Refer to the definitions file on the kindergarten website for regularly used terms.

**Complaint:** (in relation to this policy) generally an issue of a minor nature that can be resolved within 24 hours and does not require a detailed investigation. Complaints include an expression of displeasure, such as poor service, and any verbal or written complaint directly related to the service. Complaints do not include staff, industrial or employment matters, occupational health and safety matters (unless related to the safety of the children), and issues related to the legal business entity, such as the incorporated association or co-operative.

**Child-initiated complaint:** a child or young person makes the complaint/brings the issue or concern and/or allegation to the attention of the service.

**Complaints Register:** a record of complaints received by the service, including steps taken to resolve/address the complaint and any outcomes due to the complaint. The register lives on Teams and is accessible only to the Centre Coordinator, Educational Leader, and Committee of Management.

**Dispute resolution procedure:** the process used to resolve complaints, disputes, or matters of concern through an agreed resolution process.

**Notifiable complaints:** a complaint alleging that a serious incident has occurred while the child is educated and cared for or complaints alleging that the Law has been contravened ([National Law](#)):

*Section 174(2)(b)*). The Centre Coordinator must report any complaint of this nature to DE within 24 hours of the complaint or as follows:

- serious incidents in writing within 24 hours of the incident or the time the person becomes aware of the incident
- any circumstance arising at the service that poses a risk to the health, safety or wellbeing of a child or children attending the service - Within 7 days of the relevant event or within 7 days of the approved provider becoming aware of the pertinent information
- any incident where the approved provider reasonably believes that physical and/or sexual abuse of a child has occurred or is occurring while the child is being educated and cared for by the service - Within 7 days of the relevant event or within 7 days of the approved provider becoming aware of the relevant information.
- any allegation that sexual or physical abuse of a child has occurred or is occurring while the child is being educated and cared for by the service.

Notifications should be made to the regulatory authority (DE) through the NQA IT System.

**Mediator:** a neutral person or party attempting to reconcile differences between disputants.

**Mediation:** an agreed settlement or compromise between disputants through the objective intervention of a neutral party.

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## SOURCES AND RELATED POLICIES



### SOURCES

- ACECQA: [www.acecqa.gov.au](http://www.acecqa.gov.au)
- Commonwealth Ombudsman – Better practice complaint handling guide: [www.ombudsman.gov.au/publications/better-practice-guides](http://www.ombudsman.gov.au/publications/better-practice-guides)
- Better-practice-complaint-handling-guide
- Department of Education (DE) – Regional Office details are available under ‘The Department’: [www.education.vic.gov.au](http://www.education.vic.gov.au)
- ELAA Early Childhood Management Manual: [www.elaa.org.au](http://www.elaa.org.au)
- Kindergarten Funding Guide: [www.education.vic.gov.au](http://www.education.vic.gov.au)
- Victorian Ombudsman – Complaints: Good Practice Guide for Public Sector Agencies September 2016: <https://assets.ombudsman.vic.gov.au/assets/Best-Practice-Guides/Complaints-Good-Practice-Guide-for-Public-Sector-Agencies.pdf?mtime=20191217165914>

### RELATED POLICIES

- Child Safe Environment and Wellbeing
  - Code of Conduct
  - Enrolment & Orientation
  - Fees
  - Governance & Management of the Service
  - Incident, Injury, Trauma and Illness
  - Inclusion and Equity
  - Interactions with Children
  - Privacy and Confidentiality
  - Staffing
  - Staff Grievance and Dispute Resolutions
  - Supervision of Children
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## EVALUATION



To assess if the values and purposes of the policy have been achieved, the service will:

- seek feedback from all affected by the policy regarding its effectiveness.
- monitor complaints as recorded in the Complaints Register to assess whether satisfactory resolutions have been achieved.
- Review the effectiveness of the policy and procedures to ensure that all complaints have been dealt with fairly and promptly.
- keep the policy up to date with current legislation, research, policy, and best practice.
- revise the policy and procedures as part of the policy review cycle or as required.
- notifying all affected by this policy at least 14 days before making significant changes to it or its procedures unless a lesser period is necessary due to risk ([Regulation 172 \(2\)](#)).

## ATTACHMENTS



- Attachment 1: Complaint handling flowchart
- Attachment 2: Making and dealing with complaints
- Attachment 3: Four Critical Actions for Early Childhood Services
- Attachment 4: How you can make a complaint (for children)
- Attachment 5: Reporting and dealing with breaches of the *Code of Conduct Policy*.

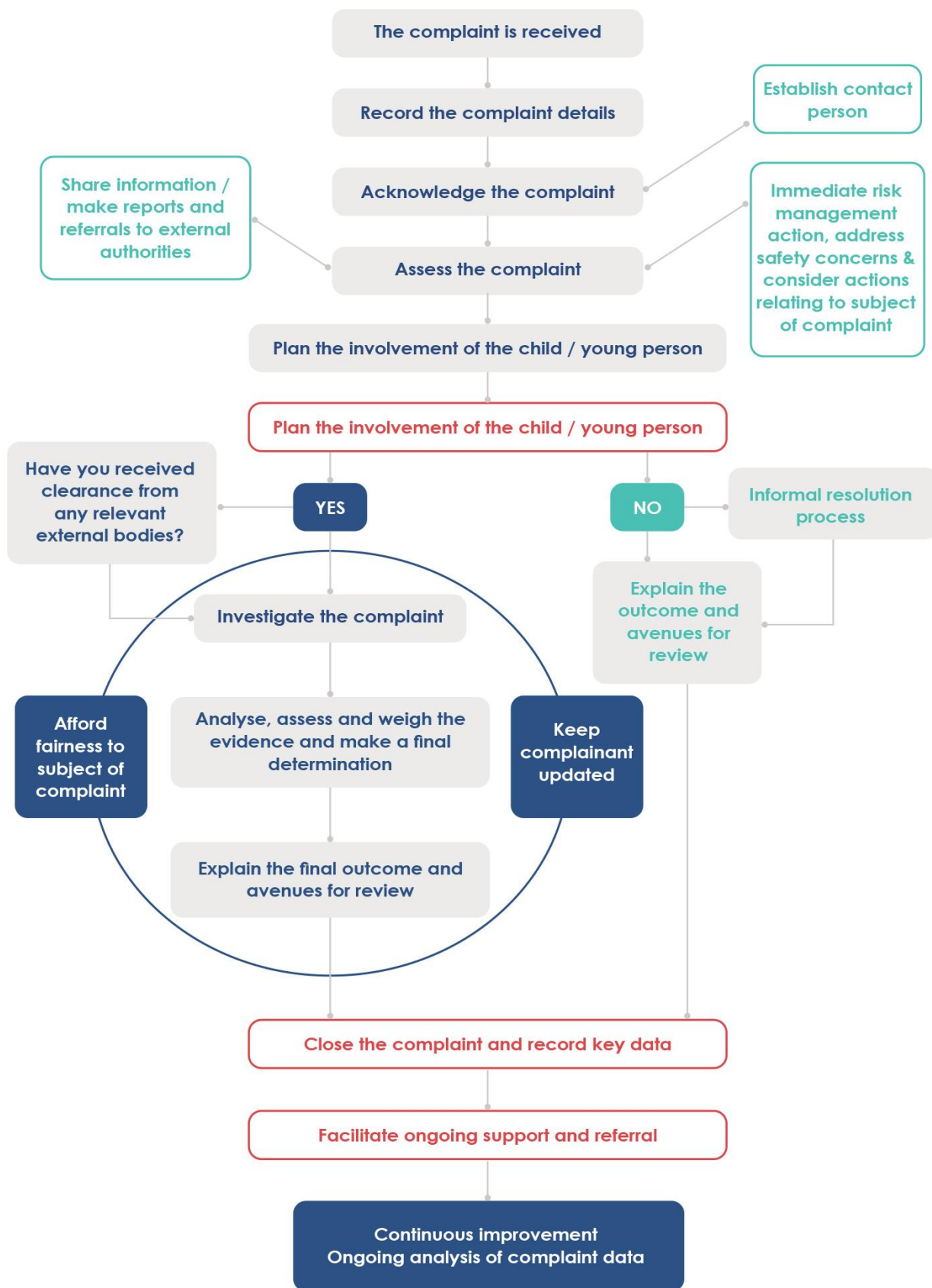
## AUTHORISATION



This policy was adopted by the approved provider of Denzil Don Kindergarten on 20/09/2024.

**REVIEW DATE:** 20 / SEPTEMBER / 2026

## ATTACHMENT 1. COMPLAINT HANDLING FLOWCHART



## ATTACHMENT 2. MAKING AND DEALING WITH COMPLAINTS

### HOW TO MAKE A COMPLAINT

Denzil Don Kindergarten views complaints as an opportunity to improve service quality. Management and the service more broadly reflect on complaints to identify areas for improvement across all aspects of the program.

Complaints can be made to any member of staff. They can be made verbally (in-person or over the phone) or in writing (email, feedback form, survey, letter).

All complaints and notifications regarding suspicions that a child attending the service is abused or at risk of being abused must follow the procedures laid out in the [Four Critical Actions for Early Childhood Services: Responding to incidents, disclosures, and suspicions of child abuse](#) (refer to [Attachment 3](#)) and/ or [Responding to incidents, disclosures, and suspicions of child abuse](#) in the [Child Safe Environment and Wellbeing Policy](#).

### PROCESS OF DEALING WITH COMPLAINTS

Denzil Don Kindergarten promotes an environment where direct communication and a willingness to receive feedback and address the concerns of all stakeholders are embedded. From enrolment, families are informed that they can always come to staff or management to discuss concerns about the program, the kindergarten environment, decisions made by the kindergarten, policy, and any other aspect of kindergarten operations. This environment helps to address concerns before they become complaints.

When a complaint is received by a staff member (outside management), they will:

- inform the complainant of the service's [Complaint Policy](#)
- where possible, encourage the complainant to resolve the complaint with the person directly or (if of a more serious nature or deemed necessary by the staff member) to advise management of their complaint (in writing or verbally). They should also offer to do this on their behalf if the complainant is unsure or concerned.

When a complaint is received by or escalated to management, they will:

- Arrange a meeting or phone call with the complainant within 24 hours of becoming aware of the complaint.
- inform the complainant of the service's [Complaint Policy](#)
- where possible, encourage the complainant to directly resolve the complaint with the person.
- assess the complaint for severity, safety, complexity, impact and the need for immediate action.
- consider following and take the appropriate steps if required:
  - whether the complaint is notifiable ([refer to Definitions](#)). If unsure, advice will be sought from the Department of Education (DE). If it is, refer to [Dealing with a Notifiable Complaint](#) below.
  - whether it is necessary to advise the Committee of Management and, further, for them to form a Subcommittee. If it is, refer to [Procedure for when a Subcommittee is required to manage a complaint](#).
- investigate the complaint fairly and impartially by reviewing the facts, considering the circumstances, and inviting all involved parties to provide information where appropriate.
- once an outcome is decided, promptly advise the complainant and all involved parties.
- record the complaint and any outcomes and actions taken in the [Complaints Register](#) ([refer to Definitions](#)).
- assess whether further internal actions need to be taken following the resolution of the complaint, e.g., discussed at a staff meeting to implement changes to practice or procedures across the service.
- at all times, comply with the service's [Privacy and Confidentiality Policy](#).

### DEALING WITH A NOTIFIABLE COMPLAINT

When a complaint is assessed as notifiable, the Centre Coordinator will notify the Department of Education (DE) within 24 hours ([Regulation 176\(2\)\(b\)](#)). The complainant will be advised of this requirement and the DE's role in the investigation.

The report will be submitted online via the [National Quality Agenda IT System \(NQA ITS\)](#).



## PROCEDURE WHEN A SUBCOMMITTEE IS REQUIRED TO MANAGE A COMPLAINT

A Subcommittee must comprise three Committee members, at least one of whom must be a responsible person. Committee members with a conflict of interest cannot be part of the Subcommittee.

Once formed, the Subcommittee will:

- identify which policies (if any) the complaint involves.
- Meet with witnesses and give the right of reply to the person against whom the allegations are made
- ensure recommendations or actions comply with relevant legislation and funding requirements. Where appropriate, seek advice from those who can assist with resolution as necessary.
- ensure that any recommendations or actions are in accordance with relevant legislation and funding requirements.
- advise the complainant and other relevant parties of the outcome and any service process or procedure changes that will be implemented to prevent the situation from occurring again.
- follow up to ensure the parties involved are satisfied with the outcome and monitor progress on any actions taken or required.
- maintain appropriate records and file them in the *Complaints Register*.
- maintain privacy.

## COMPLAINTS MADE ABOUT MEMBERS OF STAFF

- Management will meet with the staff member to gather information. They may ask a Committee of Management member to attend the meeting.
- Information gathered will be recorded in the *Complaints Register*.
- If an investigation into the complaint is necessary (depending on the seriousness and type of complaint), removing the staff member from working with children while the investigation is in progress may be appropriate. The staff member may be assigned non-contact duties or asked to take leave (sick leave or leave without pay will be determined by circumstance and employment law—advice may be obtained).
- If the outcome of the investigation finds that the staff member is at fault, disciplinary action will be taken as deemed appropriate for the circumstances. This may include training, coaching, removal from contact with children, a written warning or suspension from the role.
- Support may be obtained from FairWork, ELAA, the DE, Human Resources support, and other regulatory or support bodies as required.
- Committee will be involved in decisions around appropriate disciplinary action.

## MANAGING COMPLAINTS OR INVESTIGATIONS INVOLVING OR IMPACTING A CHILD(REN)

Complaints involving or impacting children, including those made by children, must be investigated appropriately, with their rights safeguarded throughout the investigation process.

The following steps should be taken when managing complaints from or involving a child:

- Develop a flexible plan for involving them in the investigation. The plan must make clear how child safety and wellbeing will be prioritised.
- Nominate a person responsible for liaising with the child or young person throughout the process. This person may or may not be the investigator, but it should be someone appropriate and trusted by the child.
- The service will be involved in critical aspects of the investigation process, whether an external investigator is appointed or not.
- Assess whether obtaining the child's version of events from them is appropriate, taking into account whether doing so could adversely impact the child. The child's parents/carers should be consulted unless there are good reasons not to.
- Plan for interviewing the child by identifying their support needs.
- If an interview is appropriate, maintain a main rapport with the child and encourage them to explain what happened in their own words.
- Decide what actions should be taken following the investigation.
- **Complaints of child abuse must follow the steps outlined in** The Four Critical Actions for Early Childhood Services flowchart (refer to **Attachment 4**) and/ or Managing Responding to incidents, disclosure and suspicions of child abuse detailed in the *Child Safe Environment and Wellbeing Policy*.

# ATTACHMENT 3: FOUR CRITICAL ACTIONS FOR EARLY CHILDHOOD SERVICES: RESPONDING TO INCIDENTS, DISCLOSURES AND SUSPICIONS OF CHILD ABUSE

## FOUR CRITICAL ACTIONS FOR EARLY CHILDHOOD SERVICES

### Responding to Incidents, Disclosures and Suspicions of Child Abuse



It is strongly recommended that ALL early childhood service staff follow these **Four Critical Actions** as soon as they witness an incident, or form a reasonable belief that a child has, or is at risk of being abused. This means acting even when you're not sure and have not directly witnessed the abuse (e.g. if another person tells you about the abuse). A reasonable belief is a deliberately low threshold. This enables authorities to investigate and take action.

Following these actions will support you to:

- best protect children in your care
- meet your legal obligations and Duty of Care.\*
- It is also strongly recommended that you use the **Responding to Suspected Child Abuse Template** to keep clear and comprehensive notes. MCH services may opt to use this form, but must still utilise their existing information management systems.

#### 1 RESPONDING TO AN EMERGENCY

If there is no risk of immediate harm, go to **Action 2**.

If the child is at immediate risk of harm you **must** ensure their safety by:

- separating alleged victim and others involved
- administering first aid
- calling **000** for **urgent medical and/or police assistance** to respond to immediate health or safety concerns
- identifying a contact person at the service for future liaison with police

Where necessary you may also need to maintain the integrity of the potential crime scene and preserve evidence.

\*In Victoria there are a range of legal obligations which set out the actions you must take if you suspect a child has, or is at risk of being abused. Some of these obligations apply differently across the range of licensed, approved and other early child services and can vary depending on your role within the service. For further information on how these obligations apply to you see the **Identifying and Responding to All Forms of Abuse in Early Childhood Services**.

#### 2 REPORTING TO AUTHORITIES

As soon as immediate health and safety concerns are addressed you **must** report all incidents, suspicions and disclosures of child abuse as soon as possible. Failure to report physical and sexual child abuse may amount to a criminal offence.

*Q: Where does the source of suspected abuse come from?*

##### WITHIN THE SERVICE

**VICTORIA POLICE**  
You **must**\* report all instances of child abuse which are led by a staff member, contractor or volunteer, or child† to Victoria Police.

**REPORT TO MANAGEMENT**  
You **must**\*\* report to your approved provider or licensee.

**NOTIFY THE REGULATOR**  
Licensed or approved early childhood services\*\* **must** also report to their Quality Assessment and Regulation Division.

Notifications may be made at [www.qasr.qas.gov.au/national-quality-agenda-it-system](http://www.qasr.qas.gov.au/national-quality-agenda-it-system) or by contacting **1300 307 415**.

\* Sexual offending, involving children 10 years and over.  
\*\* Licensed services operate under the Children's Services Act 1998 and approved services operate under Education and Care Services National Law Act 2010.

##### WITHIN THE FAMILY OR COMMUNITY

**DHHS CHILD PROTECTION**  
You **must**\* report to DHHS Child Protection if a child is considered to be:

- in need of protection from child abuse
- at risk of being harmed (or has been harmed) and the harm has, or is likely to have a serious impact on the child's safety, stability or development.

**VICTORIA POLICE**  
You **must also**\*\* report all instances of suspected sexual abuse (including grooming) to Victoria Police.

If you believe that a child is not subject to abuse, but you still hold **significant concerns** for their wellbeing you **must** still act. This may include making a referral or seeking advice from Child FIRST (in circumstances where the family are open to receiving support), or to DHHS Child Protection or Victoria Police.

#### 3 CONTACTING PARENTS/CARERS

You **must** consult with DHHS Child Protection or Victoria Police to determine what information can be shared with parents/carers. They may advise:

- not to contact parents/carers (e.g. in circumstances where the parents are alleged to have engaged in the abuse, or this child is a mature minor and does not wish for their parent/carer to be contacted)
- to contact the parents/carers and provide agreed information as soon as possible (for licensed and approved services it is a requirement that parents/carers are notified within 24 hours if the suspected abuse occurred at the service)

#### 4 PROVIDING ONGOING SUPPORT

Your service should take reasonable steps to make a child feel safe and supported whilst they are attending the service. Your service should also consider providing support for children impacted by abuse. E.g. referral to wellbeing professionals. MCH nurses should follow the MCH Service Practice Guidelines to determine appropriate support.

You **must** follow the **Four Critical Actions** every time you become aware of a further instance or risk of abuse. This includes reporting new information to authorities.

#### CONTACT

<p><b>DHHS CHILD PROTECTION</b></p> <p>AREA</p> <p>North Division <b>1300 664 9777</b></p> <p>South Division <b>1300 655 785</b></p> <p>East Division <b>1300 360 391</b></p> <p>West Division (Rural) <b>1800 075 599</b></p> <p>West Division (Metro) <b>1300 664 9777</b></p> <p><b>AFTER HOURS</b> After hours, weekends, public holidays <b>13 1273</b></p> <p><b>CHILD FIRST</b> <a href="http://www.dhs.vic.gov.au">www.dhs.vic.gov.au</a></p> <p><b>VICTORIA POLICE</b> 000 or your local police station</p>	<p><b>QUALITY ASSESSMENT AND REGULATION DIVISION</b></p> <p><b>NORTH WESTERN</b> Loddon Mallee (03) <b>5440 3111</b> Northern Metropolitan (03) <b>8367 0372</b></p> <p><b>SOUTH-EASTERN</b> Gippsland Area (03) <b>5127 0400</b> Southern Metropolitan (03) <b>87 65 5787</b></p> <p><b>NORTH-EASTERN</b> Eastern Metropolitan <b>1300 651 940</b> Hume (03) <b>8392 9500</b></p> <p><b>SOUTH-WESTERN</b> Barwon South West (08) <b>5225 1001</b> Western Metropolitan (03) <b>8387 0248</b> Grampians (03) <b>5337 8444</b></p>
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## ATTACHMENT 4. HOW YOU CAN MAKE A COMPLAINT (FOR CHILDREN)



### 01 - You feel unsafe, concerned or worried

You should always feel safe and have the right to be heard.



### 02- Talk to a trusted adult

Like a parent, friend, carer, or teacher, they can help you make a complaint.



### 03- Say or draw why you feel unsafe, concerned or worried

- What happened
- How the problem has made you feel
- What would help fix it



### 04- What happens next

My trusted adult will tell me:

- Who will be told about the complaint
- Who will get back to me
- How long will it take
- When the complaint process is all finished

## ATTACHMENT 5. REPORTING AND DEALING WITH BREACHES OF THE CODE OF CONDUCT

### REPORTING A BREACH OF THE CODE OF CONDUCT

All staff, students, volunteers, visitors, parents/carers, and people interacting with children at the service are responsible for their safety and wellbeing.

If they consider a staff member, volunteer, visitor, parent/carer or another stakeholder has breached the *Code of Conduct Policy*, they know to take the following steps:

- Act to prioritise the best interest of the child(ren).
- Act promptly to ensure the safety of the child(ren).
- Report any concerns promptly to the Coordinator and/or Educational Leader (or other staff member).
- Follow service policies and procedures for receiving and responding to complaints and concerns.

Breaches of the Code of Conduct are serious and deemed misconduct. They may lead to disciplinary action, which may involve training, coaching, removal from contact with children, a written warning, suspension from the role, legal action, or a review of employment.

Assessment and decisions about appropriate disciplinary action will follow the same steps as *Attachment 2: Dealing with a Complaint*.