

COMPLAINTS

QUALITY AREA 7 | Version 1.2



PURPOSE

This policy will provide guidelines for how:

- Children and adults attending Denzil Don Kindergarten can make a complaint.
- The service will handle complaints received, including procedures to follow.
- 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.

Note: This policy does not address complaints relating to staff grievances or employment matters. The relevant awards provide information on the management of such issues.



POLICY STATEMENT

VALUES

Denzil Don Kindergarten is committed to:

- providing an environment of mutual respect and open communication
- 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 all service staff, students, volunteers, parents/carers, children, and others attending the programs and activities of Denzil Don Kindergarten

RESPONSIBILITIES	Approved provider and persons with management or control	Nominated supervisor and persons in day-to-day charge	All service staff	Parents/carers	Contractors, volunteers and students
R indicates legislation requirement					
Being familiar with the Education and Care Services National Law Act 2010 and the Education and Care Services National Regulations 2011 , service policies, constitution, and procedures	R	√	√	√	√

Ensuring that complaints are monitored and used to continually improve the quality of the service	R	√			
Identifying, preventing and addressing potential concerns before they become formal complaint	R	√	√		√
Ensuring that the name and telephone 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 that the address and telephone number of the Authorised Officer at the DE regional office are displayed prominently at the main entrance of the service (<i>Regulation 173(2)(e)</i>)	R	√			
Advising parents/guardians and any other new service members of the <i>Complaints policy</i> and procedures upon enrolment	R	√			
Ensuring complaints are taken seriously, and responded to promptly and thoroughly	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 (<i>see Attachment 1 & 2</i>)	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 that 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 that children have access to age-appropriate information, support and complaints processes in ways that are culturally safe, accessible and easy to understand	R	√	√		√
Ensuring barriers for all children to complain are removed and reasonable adjustments are made to meet their needs.	√	√	√		
Ensuring that this policy is available for inspection at the service at all times (<i>Regulation 171</i>)	R	√			
Ensuring the complaint-handling system is easily understood by children, families, staff and volunteers and are culturally safe (<i>see Attachment 1 and 4</i>)	√	√	√		
Ensuring there are a various way for children to make complaints are made available based on their feedback about how they prefer to communicate (<i>see 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 discuss the matter professionally and openly work together to achieve a desired outcome)	R	√	√	√	
Communicating any concerns relating to the management or operation of the service as soon as is practicable		√	√	√	√
Using a Complaints Register (<i>see 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 a notifiable complaint (<i>see Definitions</i>) or is unable to be resolved appropriately in a timely manner		√	√	√	√
Complying with the service's <i>Privacy and Confidentiality Policy</i> at all times (<i>Regulations 181, 183</i>)	R	√	√	√	√
If necessary, establishing a Complaints Subcommittee to investigate and resolve complaints as required as determined through establish processes. (<i>see Attachment 1 & 2</i>)	√	√			
Referring notifiable complaints (<i>see Definitions</i>), or complaints that are unable to be resolved appropriately and in a timely manner 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>see 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 co-operatively with the service management and DE in any investigations related to complaints about the service, 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	√	√			
Maintaining professionalism and integrity at all times (<i>refer to Code of Conduct policy</i>)	√	√	√		√

Regularly reviewing the policy and procedures to ensure serious incidents and complaints are investigated promptly, fairly and thoroughly	√	√			
Seeking input from children on the design, implementation and ongoing improvement of the complaint-handling system.	√	√	√		

BACKGROUND AND LEGISLATION



BACKGROUND

Complaints may be received from anyone who engages with Denzil Don Kindergarten including parents/carers, volunteers, students, members of the local community and other agencies.

In most cases, dealing with complaints will be the responsibility of the service management team. All complaints, when lodged, need to be initially assessed to determine whether they are a general or a notifiable complaint (*see Definitions*).

When a complaint has been assessed as 'notifiable', the Centre Coordinator must notify Department of Education (DE). The service management team will investigate the complaint and take any actions deemed necessary, in addition to assisting with any investigation by DE.

There may be occasions when the complainant reports the complaint directly to DE. If DE then notifies the approved provider about a complaint they have received, the approved provider will still have responsibility for investigating and dealing with the complaint as outlined in this policy, in addition to co-operating with any investigation by DE.

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
- Commonwealth Legislation – Federal Register of Legislation: www.legislation.gov.au



DEFINITIONS

The terms defined in this section relate specifically to this policy. For regularly used terms, see the Definitions File located online: <https://denzildonkindergarten.org.au/policies/> OR in the Policies Folder in the kindergarten office.

Complaint: (in relation to this policy) a complaint is defined as an expressions of dissatisfaction about the service related to its operations or dealings with an individual; allegations about the conduct of its staff, volunteers, other individuals engaged by the service or another child at an organisation; or the handling of a prior concern.

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

Adult-initiated complaint: a child or young person's parent, carer or guardian or other adult may make a complaint on behalf of, or that concerns, a child or young person.

Complaints Register: (in relation to this policy) records information about complaints received at the service, together with a record of the outcomes.

Dispute resolution procedure: 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)*). Any complaint of this nature must be reported by the approved provider to DE within 24 hours of the complaint being made.

The approved provider to notify DE within the specified timeframes below (*National Law: Section 174(2) (b), National Regulation 176(2) (b)*)

- 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 relevant 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.

In addition, approved providers must take reasonable steps to ensure that these incidents and complaints are adequately addressed.

Notifications should be made to the regulatory authority (DE) through the NQA IT System. If this is not practicable, the notification can be made initially in whatever way is best in the circumstances.

Mediator: a neutral party who attempts to reconcile differences between disputants.

Mediation: an attempt to bring about a peaceful settlement or compromise between disputants through the objective intervention of a neutral party.

SOURCES AND RELATED POLICIES

SOURCES

- ACECQA: www.acecqa.gov.au
- Commonwealth Ombudsman – Better practice complaint handling guide: 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
- ELAA Early Childhood Management Manual: www.elaa.org.au
- Kindergarten Funding Guide: 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

EVALUATION



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

- regularly seek feedback from everyone 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 in a fair and timely manner
- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of the service's policy review cycle, or as required
- notifying all stakeholders affected by this policy at least 14 days before making any significant changes to this policy or its procedures, unless a lesser period is necessary due to risk (*Regulation 172 (2)*).



ATTACHMENTS

- Attachment 1: Complain Handling Flowchart
- Attachment 2: Dealing with complaints
- Attachment 3: *Four Critical Actions for Early Childhood Services: Responding to incidents, disclosures, and suspicions of child abuse*
- Attachment 4: (For children) How to Make a Complaint
- Attachment 5: Reporting and Dealing with Breaches of the Code of Conduct

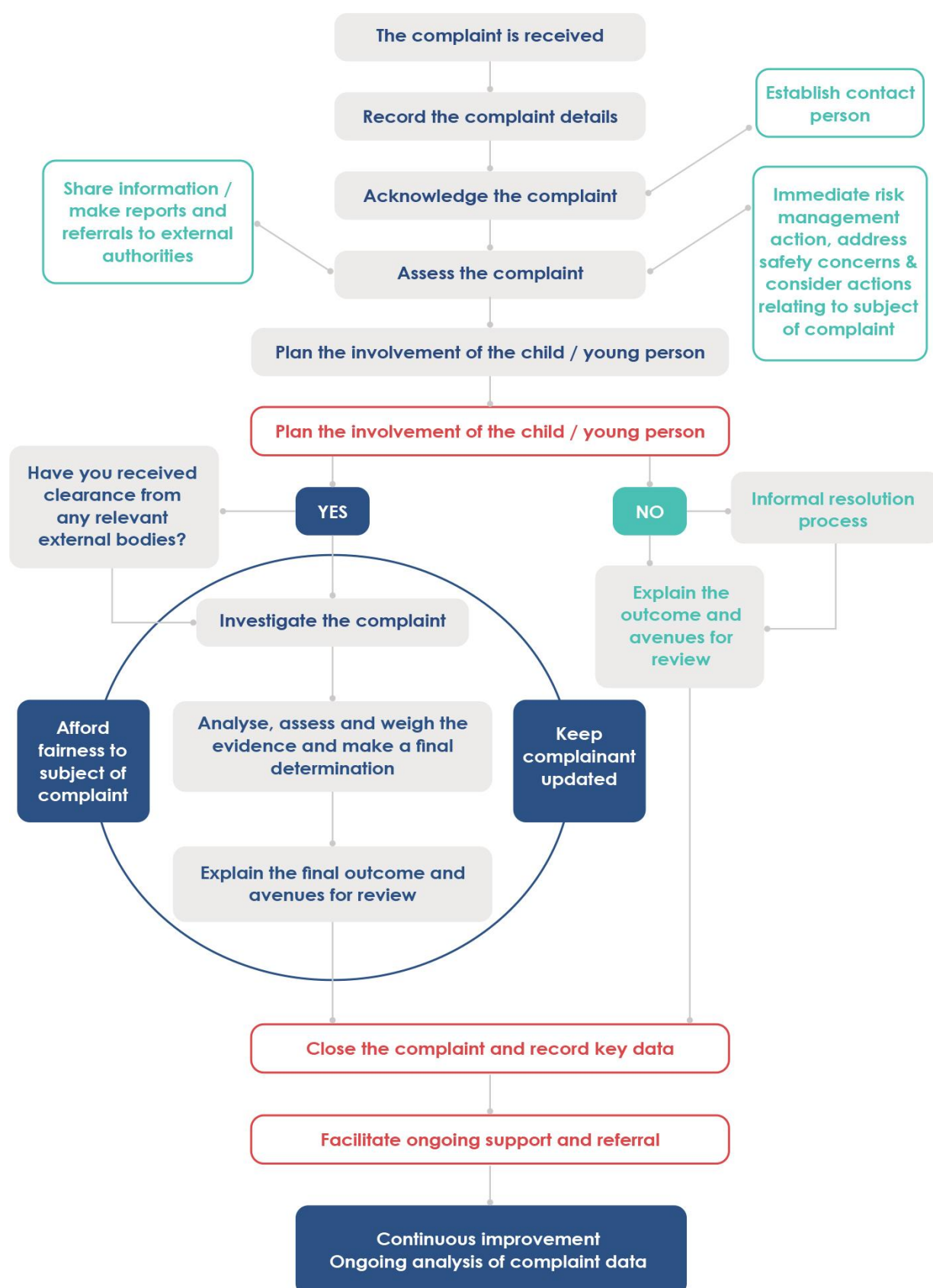
AUTHORISATION

This policy was adopted by the approved provider of Denzil Don Kindergarten on 4/12/2025.

REVIEW DATE: 4 / DECEMBER / 2027



ATTACHMENT 1: COMPLAINT HANDLING FLOWCHART



ATTACHMENT 2. 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](#) (see [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, openness to feedback, and a commitment to addressing the concerns of all stakeholders are embedded in practice. From enrolment, families are informed that they can always approach staff or management to discuss concerns about the program, the kindergarten environment, decisions made by the kindergarten, policies, or any other aspect of kindergarten operations. This open and respectful environment helps to address concerns before they escalate into formal complaints.

When a complaint is received by a non-management member of staff, 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 will 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 the following and act appropriately, as required:
 - if the complaint is notifiable ([see 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 the Committee of Management needs to be informed and a Subcommittee formed. 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](#) ([see 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.

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Once formed, the Subcommittee will:

- identify which policies (if any) the complaint involves.
- Meet with witnesses and provide the right of reply to the person against whom the allegations are made
- Ensure any recommendations or actions comply with relevant legislation and funding requirements. Where appropriate, seek advice from those who can assist with resolution as necessary.
- Advise the complainant and other relevant parties of the outcome and any service 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 the child in the investigation, ensuring the child's safety and wellbeing is prioritised.
- Nominate a person responsible for liaising with the child throughout the process. This person may or may not be the investigator, but it should be someone appropriate and trusted by the child.
- Ensure the service is 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 is appropriate, considering whether doing so could adversely impact the child. 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 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* (see *Attachment 3*) 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

PROTECT   Education and Training



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.qacq.gov.au/national-quality-assessment-system or by contacting 1300 307 415.

* Sexual offending, involving children 10 years and over.
* Licensed services operate under the Children's Services Act 1996 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.

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

NOTIFY THE REGULATOR
Approved and licensed early childhood services* must notify the Quality Assessment and Regulation Division of any serious incidents, circumstances, or complaints which raise concerns about the safety, health, and wellbeing of a child being educated and cared for by a service. Notifications may be made at www.qacq.gov.au/national-quality-assessment-system or by contacting 1300 307 415.

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 the 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

DHHS CHILD PROTECTION

AREA
North Division 1300 864 9777
South Division 1300 655 795
East Division 1300 360 391
West Division (Rural) 1800 075 599
West Division (Metro) 1300 664 9777

AFTER HOURS
After hours, weekends, public holidays 13 1278

CHILD FIRST
www.dhs.vic.gov.au

VICTORIA POLICE
000 or your local police station

QUALITY ASSESSMENT AND REGULATION DIVISION

NORTH WESTERN
Loddon Mallee (03) 5440 3111
Northern Metropolitan (03) 8397 0372

SOUTH-EASTERN
Gippsland Area (03) 5127 0400
Southern Metropolitan (03) 87 65 5767

NORTH-EASTERN
Eastern Metropolitan 1300 651 940
Hume (03) 8392 9500

SOUTH-WESTERN
Barwon South West (03) 5225 1001
Western Metropolitan (03) 8397 0246
Grampians (03) 5337 8444

ATTACHMENT 4: (FOR CHILDREN) HOW TO MAKE A COMPLAINT



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*.