

**CAMP GAN YISROEL NSW**

Chabad Youth NSW

Dealing with Complaints Policy

Aim

- To ensure that complaints will be dealt with honestly and fairly.
- Everyone in the centre should be confident in reporting inappropriate behaviour around children.
- Everyone in the centre should report any concerns about the safety or welfare of a child or young person immediately.

Related Policies

- Enrolment Policy
- Interactions with Children Policy
- Incident, Injury, Trauma and Illness Procedures Policy
- Medical Conditions Policy
- Delivery and Collection of Children Policy

Who Is Affected by This Policy

- Children
- Families
- Management

Implementation

All complaints should be reported. This includes:

- disclosure of abuse
- inappropriate behaviour around children
- suspicion of abuse or harm to a child

All complaints must be reported to the Child Safety Contact Person, Elimelech Levy, on 0433 549 190. A child or young person, or any staff member, volunteer or student, can make a complaint or raise a concern directly to the Child Safety Contact Person.

The Child Safety Contact Person will take the following action:

- listen to the person making the complaint and make a record using the 'Complaint Record Form'
- in NSW, make a report to the NSW Department of Communities and Justice in the case of an allegation of child abuse, and inform everyone involved of the requirement to make this report
- if the complaint involves inappropriate behaviour and a breach of the Code of Conduct, take action in accordance with the internal discipline procedure
- any person who has reasonable grounds to believe a child or young person is at risk of significant harm may report to DCJ on 132 111 (a 24-hour service)



Some people must report if they have reasonable grounds to suspect a child is at risk of significant harm. They are legally 'mandatory reporters' and must report concerns about risk of significant harm to DCJ.

NSW Ombudsman

People using these services can complain to the Ombudsman, and the Ombudsman can check that the service has handled the complaint properly. The NSW Ombudsman's 'Complaint Handler's Tool Kit' and 'Child Protection in the Workplace' guidelines are available at www.ombo.nsw.gov.au. It is not required to report conduct that is reasonable for the discipline, management and care of children, or if it was found the conduct did not occur.

Office of the Children's Guardian

Employers must provide details to the Office of the Children's Guardian of any worker, volunteer or student who has been the subject of completed employment proceedings involving reportable conduct, or acts of violence committed by them in the presence of a child.

Complaint Handling Framework

Every complaint is managed through a consistent framework covering: a clear statement of commitment; what should be reported; who complaints are reported to; the action the Child Safety Contact Person will take; reporting obligations; confidentiality; training and staff support; and closing the complaint process.

Review

This policy will be reviewed annually. The review will be conducted by management, employees, families and interested parties.

Last reviewed: January 2017

Date for next review: June 2026