

# Child safety complaints process

## WHO can make a complaint?

Child or young person

Parent or carer

Council personnel

Others in the community

## WHAT can it be about?

### Any child safety complaints about Council or its personnel, including:

- the organisation's services or dealings with individuals
- allegations of abuse or misconduct by a Council employee, contractor, volunteer, placement student, Councillor, or other individual associated with Council
- disclosures of abuse or harm made by a child
- the conduct of a child at the organisation
- the inadequate handling of a prior concern
- general concerns about the safety of a group of children or activity.

**Call 000 without delay if child is in immediate danger**

## HOW can a complaint be made?

### A choice of

- Face-to-face verbal report at any Council service or facility.
- Council feedback or complaints form (hard copy or online): [www.maroondah.vic.gov.au/Customer-service/Issues-and-requests](http://www.maroondah.vic.gov.au/Customer-service/Issues-and-requests)
- Email: [childsafety@maroondah.vic.gov.au](mailto:childsafety@maroondah.vic.gov.au)
- Letter: PO Box 156, Ringwood VIC 3134
- Phone call: 1300 88 22 33 or (03) 9298 4598
- Directly to The Social Services Regulator [www.vic.gov.au/contact-social-services-regulator](http://www.vic.gov.au/contact-social-services-regulator)

## WHAT happens next?

### Council personnel will:

- Offer support to the child or young person, the parents or carers, the person who reports, and the accused Council personnel.
- Initiate internal processes by completing and submitting a **Child Safety Incident Report Form** to Council's Child Safety Internal Response Team online or by email at [childsafety@maroondah.vic.gov.au](mailto:childsafety@maroondah.vic.gov.au), as soon as possible after the complaint is made – no later than 24 hours after.
  - For Customer Service staff, enter the complaint into Pathway as per the usual complaints process – the Customer Service leadership team will then complete and submit the Child Safety Incident Report Form.
- In accordance with the **Reporting obligations and procedures** in Council's Child Safety and Wellbeing Policy, assess whether the matter should/must be reported to any external authorities, and make the report/s as soon as possible if required.

### Outcomes:

Investigation completed; outcome decided; relevant Council personnel, parents, carers and child notified of outcome of investigation; disciplinary action taken if required; policies and procedures reviewed and updated where necessary.