



# Child Safe Complaints and Incidents Policy - ILA

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## 1. Purpose

The purpose of this *Child Safe Complaints and Incidents Policy*, is to specify how Independent Living Assessment (iLA) will manage any complaints raised, or incidents which occur, relating to children who access or interact with iLA's service.

## 2. Scope

This policy applies to any staff members, volunteers or contractors, who work with children as part of their job role. It also extends to any staff members who assist in managing complaints raised by children, and who provides support to children affected.

## 3. Policy Statement

iLA complies with the National Principles for Child Safe Organisations and the Commonwealth Child Safety Framework. iLA has policies, procedures and other supporting documentation, which assists in upholding its commitment to child safety.

## 4. Principles

The principles which underpin this policy and the associated *Child Safe Complaints Procedure*, are detailed as follows:

- iLA is committed to maintaining a child safe environment and has appropriate processes in place to manage any incidents or complaints which arise, relating to children.
- All staff, volunteers and contractors who work with children as part of their duties, signs a *Child Safe Code of Conduct* and an *Employee and Volunteer Code of Conduct*. Breaches of these Codes are treated seriously and may result in dismissal of the staff member or other disciplinary measures.
- Staff who work with children as part of their duties, are given information about complaints management as part of their induction so that they understand the risks and potential risks children are exposed to. This also includes escalating complaints if they believe that the complaint hasn't been dealt with sufficiently.

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- All children, their families carers and advocates, are encouraged and supported to raise any concerns they have about the service or organisation.
- Children will have their rights, including their right to complain, explained to them in the *Child Safe Rights and How to Complain – Easy Read* document.
- All children will be treated with respect, without judgement or bias.
- All children will be supported throughout the complaint or incident investigation process.
- Staff will not prioritise an adult’s opinion over that of a child where their opinions may differ.
- Adhere to privacy and confidentiality obligations.
- Strive to resolve complaints or incidents to the satisfaction of the child.
- Deal with all complaints or incidents in a timely manner.
- Ensure there is no penalisation or retribution to those making complaints.
- Keep children informed of the investigation / complaint handling process.
- iLA will ensure that feedback data is considered and used in organisation reviews.
- iLA will ensure there are regular reviews of the complaints management system and the incident management system.
- iLA will ensure that appropriate staff members manage complaints and incidents, ensuring the wellbeing of children who have complained.
- iLA staff will remove any internal organisational risks to the child, clarify the complaint and determine immediately if the complaint has to be reported externally – to the police or to child protection authorities, if required.

### 5. Definitions

Term	Definition
<b>Complaint</b>	An expression of dissatisfaction made to or about an organisation regarding its staff, services or products that warrants response or resolution.
<b>Child</b>	A person under the age of 18 (unless otherwise specified in relevant legislation).
<b>Child Abuse</b>	“All forms of physical and/or emotional ill-treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child's health, survival, development or dignity in the context of a relationship of responsibility, trust or power <sup>1</sup> ”
<b>Incident</b>	An incident is a known occurrence of child abuse, or the reasonable suspicion of child abuse occurring.

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<sup>1</sup> World Health Organization (2016), *Child abuse and neglect by parents and other caregivers*.

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### 6. Governance

<b>Associated Framework</b>	ILA-OPS-POL-014 Child Safe Policy - ILA
<b>Associated procedures/ documents</b>	ILA-OPS-PRO-0115 Child Safe Procedure – ILA Child Safe Complaints and Incidents Procedure – ILA Child Safe Code of Conduct ILA-QR-WI-025 CRM Feedback, Hazard, Incident or Improvement Work Instruction - iLA
<b>Related legislation</b>	Family Law Act 1975 (Cth) Children and Community Services Act 2004 (WA)
<b>Division</b>	Quality
<b>Approval</b>	Quality Lead
<b>Owner</b>	Quality Lead
<b>Date effective</b>	10/09/2024
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<b>Version</b>	1

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