

# **BCMA Complaint Handling Policy**



Complaint handling procedures for children begin as follows where appropriate:

- Speak directly to their own or an appropriate teacher.

OR

- Speak directly to a Child Safety Person – Paula Heenan or Emma Sbardella or any staff member at the front office.

Complaint handling procedures for staff, contractors, volunteers, students, families and community members begin as follows where appropriate:

- Phone 03 5331 3086 or 0422247660 to speak with Management or to make an appointment to do so.

OR

- Email [paula@bcma.com.au](mailto:paula@bcma.com.au) to communicate with Management or to request an appointment.

N.B. It is not appropriate to approach Management without a prior appointment unless the matter is urgent. This is so that due attention may be awarded to the seriousness of the situation at a place and time that facilitates privacy.

Under the complaint handling and disciplinary policies, management, staff, contractors and volunteers may be subject to actions to support child safety including:

- being stood down during an investigation or terminated following an investigation
- having their duties altered so they do not engage with children at the BCMA
- not being allowed to have unsupervised contact with children at the BCMA
- their access to the BCMA IT system and facilities removed

## **COMPLAINTS PROCESS**

**Once a complaint has been received by any of the above means, the BCMA will follow the below procedure:**

- The BCMA Management will acknowledge receipt of the complaint in writing to the complainant within 36 hours of receipt, outlining the processes of investigation and applying appropriate action to them.
- The BCMA will inform any other parties involved in the matter where relevant and appropriate within 48 hours of receipt of the complaint. N.B. those being informed (including families) will be decided on a case-by-case basis, taking into consideration privacy of staff, contractors, volunteers, students and any safety concerns related to all persons involved. In some cases, if families are informed, it might simply be that they are advised that a complaint has been made but that it is being investigated (without any further detail necessarily being provided).
- Management will be responsible for undertaking investigations and follow up unless not appropriate. i.e., the complaint is directed at or about Management. If this occurs, an external person or service will be appointed, such as SOCIT, the police or advisory service.
- Details of the matter will be recorded with all facts, comments, actions and reactions relating to the complaint being recorded in the Incident Report Register.
- Investigations may include, but not be exclusive to:
  - Discussions with parties involved
  - Observations of behaviour
  - Reading phone/written/emailed messages
  - Observing any video or recorded material
- Ideally the complaint will be resolved through discussion with all parties involved and through setting guidelines of behaviours to be altered and ceased.
- A written summary of the outcome of the complaint investigation will be provided to the relevant parties involved.