

COMPLAINTS HANDLING POLICY

- Complaints are to be directed to The Challenge Games' Complaints Committee Member, **Barbara Eckersley**, either at The Challenge Games Committee Tent; on location around the venue; or by contacting an alternative Committee Member at the Committee Tent who will contact Barbara by telephone. Alternatively Barbara can be contacted by email at barbaraeckersley7@gmail.com.
- *Refer to The Challenge Games Code of Conduct for information on behaviour expectations of all persons working with children during The Challenge Games including Committee members, officials, volunteers and participants.*
- The Challenge Games takes all complaints seriously.
- *All children feel safe to report concerns and complaints and feel that the resolution process results in meaningful change.*
- Aboriginal and Torres Strait Islander people believe that the complaints processes are culturally safe.
- *The Complaints Committee Member demonstrates confidence and competence in identifying and managing child-focused complaints.*
- The Challenge Games protects the privacy of anyone who makes a complaint in line with legal obligations.
- *Complaint data is regularly reviewed and informs potential systemic reform and policy, process and practice improvements.*
- Clear, documented complaints policies and procedures are in place and are accessible in alternate format.
- *Feedback from children, carers, families and others confirms they feel safe and supported when raising concerns and confident about the process.*
- In the event of a serious complaint all staff and volunteers must cooperate with relevant external authorities, including police.
- *Should the complaint refer to a committee member the process will be referred to the President of The Challenge Games.*

- Refer to the **Code of Conduct** and the **Charter of Commitment to Children and Young Children** for approaches for dealing with different types of complaints including concerns, suspicions, disclosures and allegations of harm and breaches of the Code of Conduct.
- *Complaints will be dealt with complying with any relevant regulatory requirements applicable to the organisation.*