

Please see link to full Child Safe Complaints Handling, and other child safeguarding policies [here](#).

WHY DO WE HAVE THIS PROCEDURE?

Waverley Gymnastics Centre ('WGC') is committed to fostering an open complaints culture where all individuals feel comfortable raising concerns. WGC takes all child safety concerns and complaints seriously and responds promptly.

The Child Safe Complaints Handling Procedure outlines the process for responding to, reporting, investigating, and recording child safety complaints

WHO DOES THIS APPLY TO?

This policy applies to all individuals who conduct work for, or are connected to WGC in a paid or unpaid capacity, including:

- WGC Committee, including the Risk Committee
- Club Director
- Staff
- Spectators
- Members
- Contractors and sub-contractors, including sports medicine physicians and physiotherapists

YOUR RESPONSIBILITIES

Responding to Child Initiated Complaints

When responding to a child who is making a complaint, personnel should **LISTEN**, **REASSURE** and **RESPECT** the child.

Step 1 - Listen

- Allow the child to use their own words when expressing their concerns
- Ensure the environment is safe, comfortable, and respectful of the child's right to privacy
- Remain calm and patient
- Ask open ended questions, not suggestive or leading questions
- If the alleged incident happened at a WGC facility, ask the child if the person is still in the building and if they can describe the person
- If the abuse happened at home, ask the child to provide more detailed information.

Step 2 - Reassure

- Reassure the child that:
- They have done the right thing by voicing their concern
- What has happened is not their fault, and validate their feelings
- Their concern is taken seriously
- They are believed.

Step 3 - Respect

- Respect the child and ensure that you:
- Allow the child to take their time to disclose further information
- Explain what the next steps will be (using age-appropriate language)
- Avoid making promises that cannot be kept, e.g. that you will not tell anyone what they have just told you
- Ask the child what kind of support they would like from you or WGC
- Explain that you may need to tell someone else to keep them safe.

Responding to Adult Initiated Complaints

When responding to an adult making a complaint on behalf of a child who is present, WGC should follow the **LISTEN**, **REASSURE**, and **RESPECT** process.

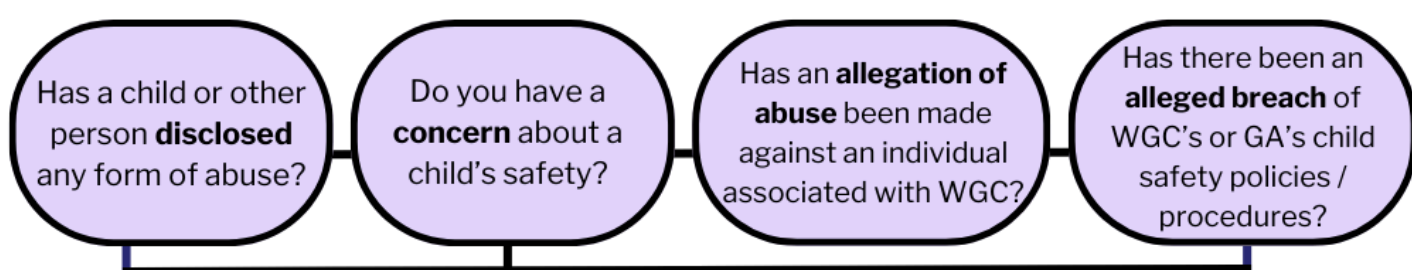
If the affected child is not present at the time an adult-initiated complaint is made, the following factors should be identified:

- Whether the child is aware that the complaint has been raised on their behalf
- The nature of any communication between the complainant and the affected child
- How involved the affected child would like to be in the complaints process
- When to contact the child or their parent/guardian
- How much information to provide the child about the next steps
- The extent of the parent/guardian's involvement in the complaints process.

Making a Report

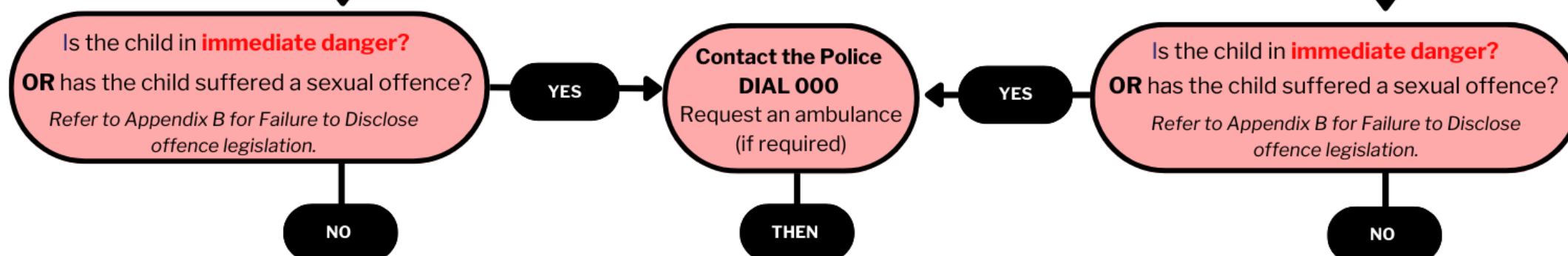
Who is responsible?

STEP 1 IDENTIFY AND RECEIVE



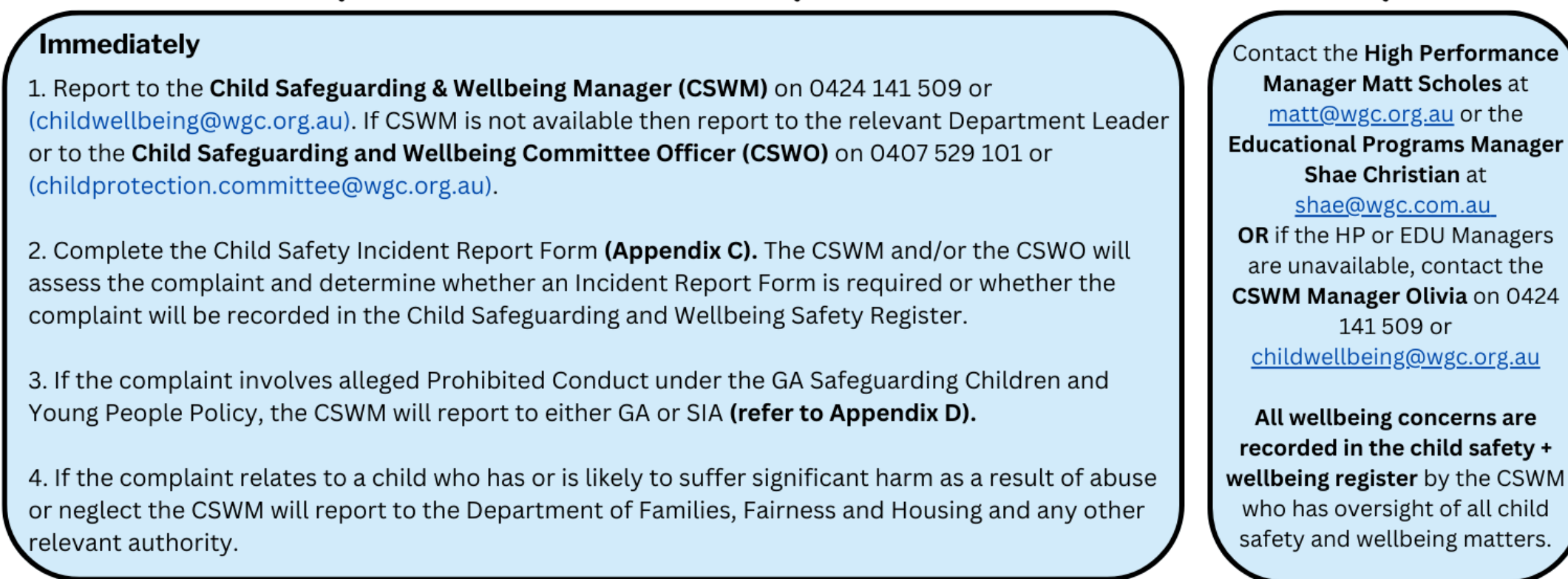
ALL WGC employees and personnel

STEP 2 RESPOND



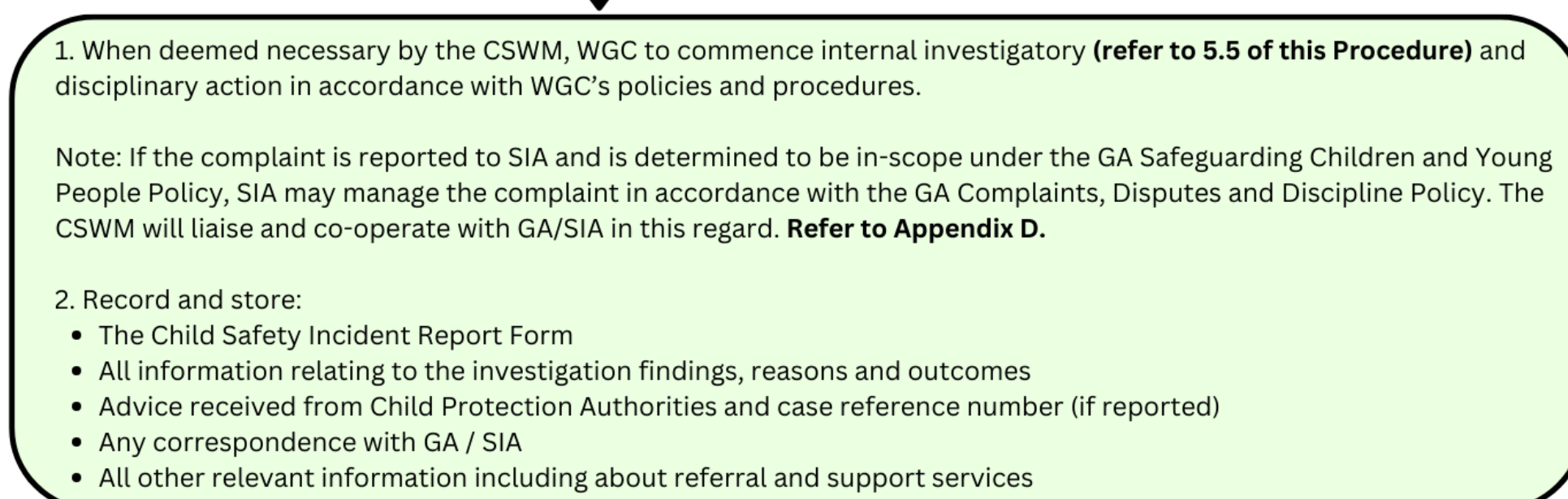
ALL WGC employees and personnel

STEP 3 REPORT



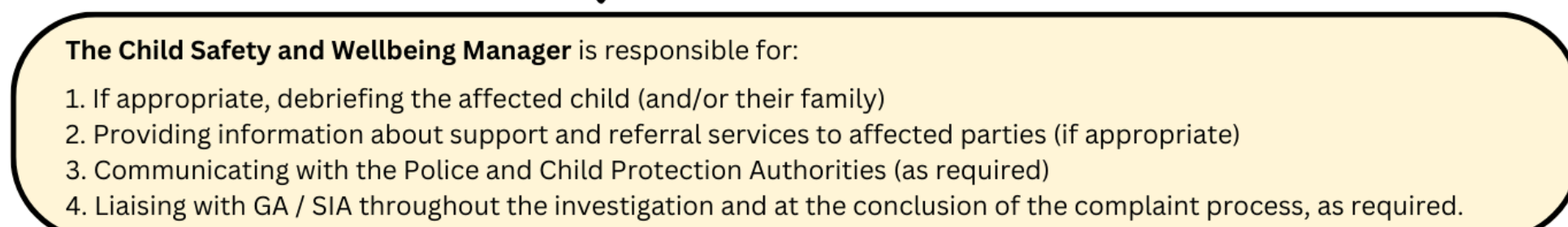
ALL WGC employees and personnel with CSWM and WGC leadership

STEP 4 INVESTIGATE AND RECORD



CSWM and WGC leadership

STEP 5 DEBRIEF



CSWM and WGC leadership