

STANDARD 6

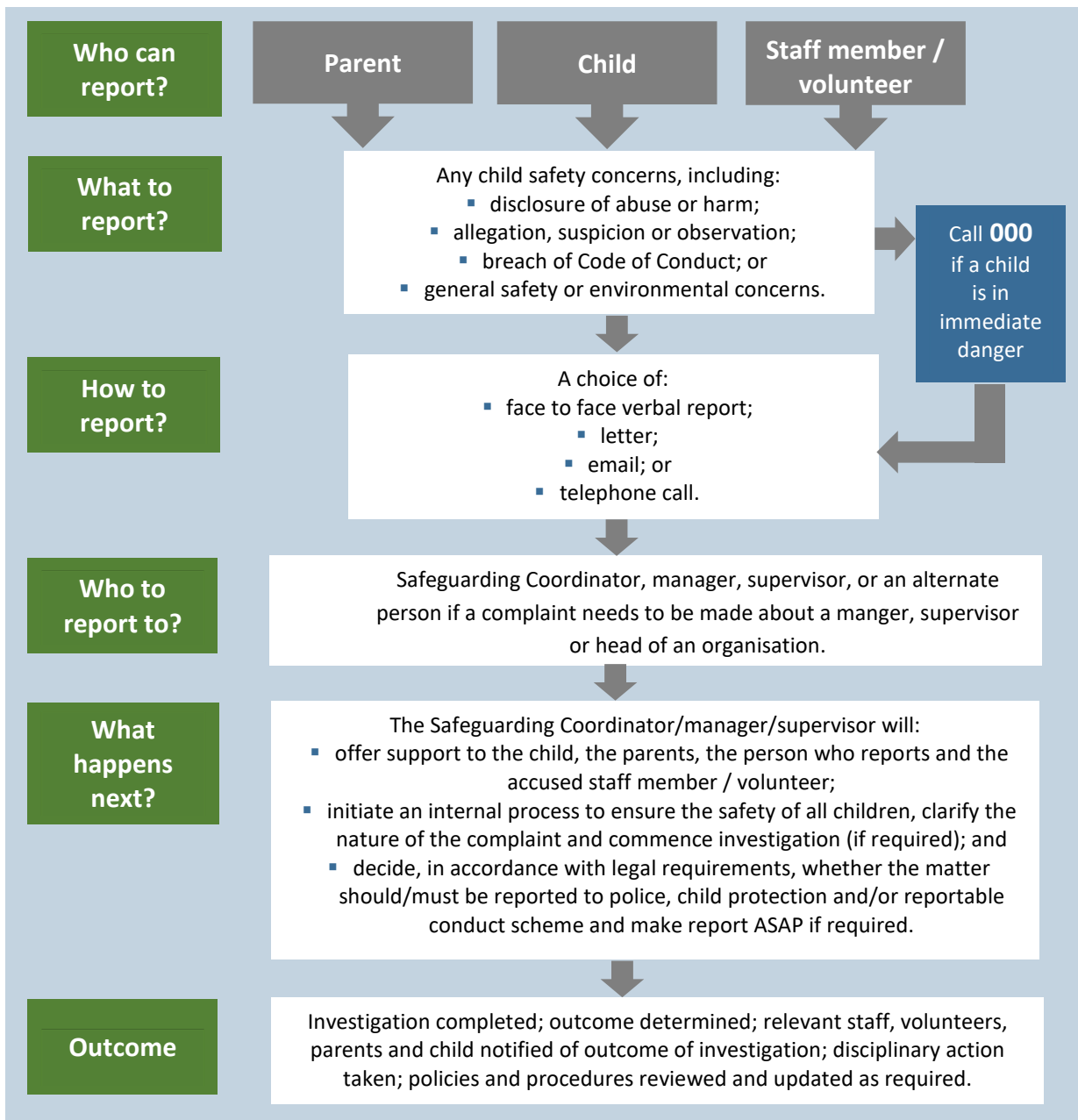


Effective complaints management

Processes for raising concerns and complaints are responsive, understood, accessible and used by children, families, carers, communities and personnel

6.2.2 The Complaints Handling Policy and procedures are made publicly available in a variety of formats, including age and developmentally appropriate for children, enabling complaints processes to be easily understood.

Sample child safety reporting process



Adapted from *Child safety reporting process*, found in *A Guide for Creating a Child Safe Organisation*, Commission for Children and Young People, p 52, Victoria, 2018.