**Concerns, Incidents and Complaints Policy**

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| **Document Number** | ACC10 |
| **Version** | 0.2 Draft |
| **Scope/applies to:** | Staff, volunteers, committee members, participants and visitors |
| **Date Approved** |  |
| **Approved by** |  |

**Purpose**

The purpose of this policy is to ensure we have a clear process in place to deal with concerns, incidents and complaints, and can address and/or resolve these in a respectful way.

These include workplace health and safety incidents and near-misses, general grievances, complaints, and matters relating to the safety and wellbeing of children and young people.

**Policy**

We have a **Concerns, Incidents and Complaints form** that captures:

* The full details of the concern/incident/complaint
* The parties involved
* Any action taken to address/resolve the issue to date.

Concerns, incidents and complaints are addressed as follows:

1. **Workplace health and safety concerns (including physical and psychosocial hazards)** are to be reported to the Committee, and addressed in collaboration with the Executive Officer.
2. **General complaints and grievances** will be handled by the Executive Officer, and may be escalated to the Committee if necessary.
3. **Grievances or complaints involving members of the association** must be handled in accordance with the **Association Rules**.
4. **Any concern or complaint relating to the safety or wellbeing of a child or young person** will be reported to the Executive Officer (who acts as the Child/Youth Safety Officer), and handled in accordance with the mandatory reporting requirements. See the **Child Safety and Wellbeing Policy** for details.
5. **Complaints regarding the Executive Officer** are to be escalated to the President of the Committee.

**Definitions**

**Complaint** – in relation to the safety of children or young people could include an expression of dissatisfaction related to one or more of the following:

* Our services or dealings with individuals
* Allegations of abuse or misconduct by a staff member, a volunteer or another individual associated with our organisation
* Disclosures of abuse or harm made by a child or young person
* The conduct of a child or young person at Alphington Community Centre
* The inadequate handling of a prior concern
* Can take the form of general concerns about the safety of a group of children or activity.