

Processes to respond to complaints and concerns are child focused

NATIONAL PRINCIPLE 6



<p>Key action areas:</p> <p><i>Click on each 'key action area' to view further information on how your SSA can commence or continue implementing this area.</i></p>	<p>Provide your SSA a rating between 0-2*. <u>Mark a circle.</u></p>	<p>If your rating is between 1-2*, document <u>examples</u> of the steps taken to achieve this.</p>	<p>Next steps (including ways to improve or extend current work or commence work in the short term) to progress your rating.</p> <p><i>See Key Action Area Fact Sheets (links in left column) for examples of how to do this.</i></p>	<p>Who is responsible and when will this be achieved by?*</p>
<p>6.1 The SSA has an accessible, child-focused complaint handling policy, which clearly outlines the roles and responsibilities of leadership, staff and volunteers; approaches to dealing with different types of complaints; breaches of relevant policies or the Child Safety Code of Conduct; and obligations to act and report.</p> <p>View fact sheet 6.1</p>	<p style="text-align: center;">0 1 2</p>			

<p>6.2 Effective complaint handling processes are understood by children and young people, families, staff and volunteers, and are culturally safe.</p> <p>↓ View fact sheet 6.2</p>	<p>0 1 2</p>			
<p>6.3 Complaints are taken seriously and responded to promptly and thoroughly.</p> <p>↓ View fact sheet 6.3</p>	<p>0 1 2</p>			
<p>6.4 The SSA has policies and procedures in place for reporting of complaints and concerns to relevant authorities – irrespective of whether such reporting is required by law – and co-operates with law enforcement.</p> <p>↓ View fact sheet 6.4</p>	<p>0 1 2</p>			

<p>6.5 Reporting, privacy and employment law obligations are met.</p> <p>↓ View fact sheet 6.5</p>	<p>0</p> <p>1</p> <p>2</p>			
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If you need support:

- > [Mental health community links](#)
- > [Reporting flowchart](#)