

KEY ACTION AREA 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.

OVERVIEW

It is important for your SSA to have an accessible, child-focused complaint handling policy which clearly outlines the roles and responsibilities of leadership, staff and volunteers. This may be a standalone policy or part of a larger policy document (such as a child safety and wellbeing policy). It should also outline approaches to dealing with different types of complaints and breaches of relevant policies or the [Child Safety Code of Conduct](#), as well as obligations to act and report.

It is important that your complaint handling policy is easy to comprehend, so that everyone within your SSA can understand what is required and follow the policy. Your SSA may consider developing a condensed version of your complaint handling policy into an 'easy read' format. Children and young people must also be aware of this information, and your SSA should consider (in consultation with children and young people) the best method(s) of doing this. For example, you may develop posters which include information about how children and young people can make a complaint and what to expect if they do so ([see Fact Sheet 2.1](#)).

Your SSA needs to provide multiple pathways for staff, volunteers, children and young people, and parents/carers to provide feedback, raise concerns or make complaints ([see National Principle 2](#) and [National Principle 3 resources](#)).

Leadership within your SSA should prioritise child safety and promote the child focused complaints process. This will assist in raising awareness of the child-focused complaints process and encourage children and young people to provide feedback or make a complaint.

True Sport Child Safeguarding will create opportunities for SSAs to come together to share experiences and examples of good practice as part of [True Sport Child Safeguarding Champions](#).

It is important for your SSA to have information that is relevant and respectful of cultural and gender diversity and people of all abilities ([see National Principle 4 documents](#)).

Your SSA also needs to have visible posters/flyers/flowcharts that raise awareness of your child-focused complaint handling policy. Similarly, this information must be available and accessible on your website.



<p>EXAMPLE SSA ACTIONS TO WORK TOWARDS IMPLEMENTING KEY ACTION AREA 6.1</p>	<p>The SSA has a child-focused complaints handling policy which outlines the roles and responsibilities of leadership, staff and volunteers when dealing with complaints from or about children and young people.</p>
	<p>Information in the child-focused complaints handling policy is accessible and appropriate.</p>
	<p>Information in the child-focused complaints handling policy is relevant to, and respectful of, cultural and gender diversity, and people of all abilities.</p>
	<p>The SSA has its child-focused complaints handling policy available on its website.</p>
	<p>The SSA has visible posters/flyers/flowcharts that raise awareness of its child-focused complaint handling policy.</p>

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If you need support:

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

