

KEY ACTION AREA 6.2:

Effective complaint handling processes are understood by children and young people, families, staff and volunteers, and are culturally safe.

OVERVIEW

It is important for your SSA to have effective complaint handling processes that are understood by children and young people, families, staff and volunteers, and are culturally safe. This can be achieved by the following:

- Identifying any barriers in your SSA that may prevent staff, volunteers, families, children and young people from providing feedback, raising concerns or making a formal complaint, and then try to address these ([see National Principle 3 resources](#)).
- Review the cultural appropriateness of your processes ([see National Principle 4 resources](#)).
- Ensuring there are ways for people who have accessibility needs, including communication difficulties, to raise concerns so they have the same opportunities as everyone else. If your SSA is unsure how to do this, it is also important to seek guidance
- Accepting complaints from an advocate or someone speaking on behalf of children and young people to enable all children and young people to access your complaint handling system
- Promoting the complaint handling process to children and young people.



EXAMPLE SSA ACTIONS TO WORK TOWARDS IMPLEMENTING KEY ACTION AREA 6.2	Identify and address barriers that may prevent staff, volunteers, families, children and young people from providing feedback, raising concerns or making a formal complaint.
	Review the cultural appropriateness of the SSA's complaint handling processes.
	Ensure there are multiple pathways to make complaints and raise concerns, including accessible options for people of diverse abilities.
	Accept complaints from an advocate or someone speaking on behalf of children or young people.
	Provide information on complaint handling processes to children and young people, and families and communities, to increase awareness and encourage feedback and complaints.
	Provide information and training to staff and volunteers on the complaint handling processes.

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If you need support:

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

