

## KEY ACTION AREA 6.3:

Complaints are taken seriously and responded to promptly and thoroughly.

### OVERVIEW

It is important that all complaints are taken seriously by your SSA and responded to promptly and thoroughly. Examples of how this can be achieved include:

- Ensuring your SSA complaint processes include approaches to dealing with situations whereby children and young people may cause harm to another child or young person ([see Fact Sheet 8.1](#)), as well as having several pathways to escalate concerns
- Effectively communicating with complainants, by keeping them informed about progress and outcomes
- Learning from feedback and complaints in order to improve outcomes for children and young people within your SSA.



<p><b>EXAMPLE SSA ACTIONS TO WORK TOWARDS IMPLEMENTING KEY ACTION AREA 6.3</b></p>	<p>Ensure staff and volunteers understand different ways children and young people may express concerns or disclose harm and approaches to dealing with situations in which a child or young person may cause harm to another child or young person.</p>
	<p>Ensure staff and volunteers are aware of pathways to escalate concerns.</p>
	<p>Complainants are kept informed of the progress and outcome of complaints.</p>
	<p>Feedback and complaints lead to improvements for children and young people.</p>
	<p>Ensure complaints from or about a child or young person are acknowledged and responded to as soon as possible.</p>
	<p>Ensure complainants are treated respectfully and sensitively and receive fair and reasonable process.</p>
	<p>Children, young people and families are aware of alternate ways to complain if they have concerns about the complaints process.</p>

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If you need support:

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

