

KEY ACTION AREA 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.

OVERVIEW

It is important that your SSA has policies and procedures for reporting of complaints and concerns to relevant authorities – irrespective of whether such reporting is required by law – and co-operates with law enforcement.

It is also important for staff and volunteers to be informed about applying these policies and procedures in practice.

Information should also be available about where people can report concerns that a child or young person is at risk of harm, including information and contact details about the Department of Communities and the WA Police ([see Template 6.4](#)).

Your SSA should have processes to ensure [data is kept](#) to ensure reporting and monitoring of complaints involving children and young people, and the actions taken by staff and volunteers to respond.

↓ [View Template 6.4](#)



EXAMPLE SSA ACTIONS TO WORK TOWARDS IMPLEMENTING KEY ACTION AREA 6.4	<p>The SSA's complaints process includes information about where and how to report concerns that a child or young person is, or has been, at risk, or if a child or young person has disclosed harm.</p>
	<p>Staff and volunteers are aware of pathways to escalate complaints and concerns.</p>
	<p>Staff and volunteers understand reporting and monitoring requirements.</p>
	<p>The SSA ensures data is kept to enable reporting and monitoring of complaints involving children and young people, and the actions taken to respond.</p>

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If you need support:

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

