

KEY ACTION AREA 9.2:

Complaints, concerns and safety incidents are analysed to identify causes and systemic failures, so as to inform continuous improvement.

OVERVIEW

It is important for your SSA to learn from any child safeguarding complaints, concerns and incidents, identifying causes and systemic failures to inform continuous improvement.

To achieve this, your SSA should conduct a thorough review at the earliest opportunity following a complaint or incident to identify the cause of the complaint, any systemic issues or failures and areas for improvement or changes required. This information should then be used to make changes to your policies, procedures (and ultimately implementation of these as mentioned in [Fact Sheet 9.1](#)) and operational practices as needed.

It is also valuable for your SSA to foster open and positive relationships with other organisations to share learnings, experiences and practices. One mechanism to achieve this is through the [True Sport Child Safeguarding Champions network](#), where your SSA has an opportunity to meet with other SSAs to share examples of good practice, as well as learnings.

If there is a situation where an independent review of complaint handling is required, it is important to seek guidance about how to go about this.



EXAMPLE SSA ACTIONS TO WORK TOWARDS IMPLEMENTING KEY ACTION AREA 9.2	<p>A thorough review is undertaken at the earliest opportunity following a child safeguarding complaint or incident to understand how and why it occurred, identify any contributing systemic issues or failures, and any improvements or changes required.</p>
	<p>The SSA fosters open and positive relationships with other organisations to share learnings, experiences and practices.</p>
	<p>An external body conducts an independent review of complaint handling as required.</p>

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If you need support:

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

