



Child Safety and Wellbeing Complaints

Purpose

The purpose of this policy is to outline the process in place to assist Staff, Parents, Children and Community members should they wish to raise a Child Safety and Wellbeing complaint with Engine Swim Australia, Mentone Aquatic, Korowa Aquatics, or Toby Haenen Swim Centres.

Any complaint regarding the safety and wellbeing of a child will be taken seriously and thoughtfully, always taking into consideration the welfare of the child.

Complaints from Children

If a child has a complaint about another child, instructor, or member of the community they may use the Child Safety and Wellbeing complaints process to address their concerns.

All issues no matter how big or small will be reviewed and managed. ESA is open to assisting any child with any issue. If a child has a complaint against another child, they should direct their concerns in the first instance to their Swim Centre Coordinator via email or conversation. If the complaint is regarding a staff member, the child's parents/carers, another member of the community, or the child would prefer to speak with someone other than their Swim Centre Coordinator they may submit their concern through the Safety and Compliance Manager via the complaints process outlined on the website.

Complaints from parents, community members or staff

ESA takes all complaints and concerns regarding child safety and wellbeing seriously and will thoroughly and sensitively investigate all complaints and concerns. Information can be provided to ESA via Swim Centre Coordinator in the first instance and as soon as practical.

This should be done via email or via direct contact with the coordinator onsite in the first instance.

However, if the complainant is not satisfied that a resolution can be met then they may escalate the complaint via the complaints process detailed on the website. The complaints process via the websites will escalate the complaint to the Leadership team for further review and consideration.

All complaints are treated as confidential and a matter between the parties involved.

Related policies and procedures

This Child Safety and Wellbeing Policy is to be read in conjunction with other related centre policies, procedures, and codes. These include our:

- Child Safety and Wellbeing Reporting Guidelines
- Child Safety and Wellbeing Code of Conduct
- Child Safety and Wellbeing Policy
- Child Safety and Wellbeing Risk Register

Policy status and review

The Safety and Compliance Manager is responsible for reviewing and updating the Child Safety and Wellbeing Policy at least every two years.

Created date	July 2023
Created by	Megan Hall – Safety and Compliance Manager
Approved by	Toby Haenen and Andrew Lauterstein - Directors
Approved on	
Next review date	July 2025