

Standard 6 - Processes To Respond To Complaints Of Child Abuse (Or Other Concerns) Are Child-focused.

Why is this Standard important?

Children are safer when complaints are addressed quickly, thoroughly and transparently, and where the family and community are supported. When the complaint process is child focused, children feel more comfortable and empowered to make a complaint.

- Leaders create a culture where complaints are taken seriously and all adults take responsibility for the safety of children.
- Leaders clearly explain that breaches of Codes of Conduct will result in disciplinary action.
- Staff are given support and information on what and how to report, including to external bodies.
 - Accessible processes are provided to enable children, staff and others to make complaints.

