



COMPLAINT HANDLING POLICY

If you believe a child is in immediate danger or a life-threatening situation, contact the Police immediately on 000.

If a child or young person raises with you an allegation of child abuse or neglect that relates to them or to another child, it is important that you listen, stay calm and be supportive.

We will treat any allegation of child abuse or neglect promptly, seriously and with a high degree of sensitivity.

All people working with Gippsland Tennis Coaching in a paid or unpaid capacity have a duty to report any concerns to the appropriate authorities, following the steps outlined below.

Step 1: Receive the allegation

- Make sure you are clear about what the child has told you
- Reassure the child that what has occurred is not his or her fault
- Explain that other people may need to be told in order to stop what is happening
- Promptly and accurately record the discussion in writing
- Do not challenge or undermine the child
- Do not seek detailed information, ask leading questions or offer an opinion
- Do not discuss the details with any person other than those detailed in these procedures
- Do not contact the alleged offender

Step 2: Report the allegation

- Immediately report any allegation of child abuse or neglect, or any situation involving a child at risk of harm, to the police and/or the relevant child protection agency. You may need to make a report to both.
- Contact the relevant child protection agency or police for advice if there is **any** doubt about whether the allegation should be reported.

Step 3: Protect the child and manage the situation

- Gippsland Tennis Coaching will assess the immediate risks to the child and take steps to ensure the child's safety and the safety of any other children. In the case of an allegation of child abuse, this will involve suspending the alleged offender until any investigations have been concluded.
 - Gippsland Tennis Coaching will consider what services may be most appropriate to support the child and his or her parents/guardians.
 - Gippsland Tennis Coaching will consider what support services may be appropriate for the alleged offender.
 - Gippsland Tennis Coaching will seek to put in place measures to protect the child and the alleged offender from possible victimisation and gossip.
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Step 4: Take internal action

- At least three different investigations could be undertaken to examine allegations that are made against a person to whom this Code applies, including:
 - a criminal investigation (conducted by the police)
 - a child protection investigation (conducted by the relevant child protection agency)
 - a disciplinary or misconduct inquiry/investigation (conducted by Gippsland Tennis Coaching)
- Gippsland Tennis Coaching will assess the allegations and determine what action should be taken in the circumstances. Depending on the situation, action may include considering whether the alleged offender should return to his or her position, be dismissed or suspended or face other disciplinary action.
- If disciplinary action is undertaken, Gippsland Tennis Coaching will follow the procedures set out in this Code.
- Where required, Gippsland Tennis Coaching will provide the relevant government agency with a report of any disciplinary action they take.
- **Contact details for advice or to report an allegation of child abuse**

Victoria Police

Moe Ph: 5128 1100

Traralgon Ph: 5172 2700

Warragul Ph: 5622 7111

DHHS Child Protection

Ph: 131 278