



## Child safety complaints process

**WHO can  
make a  
complaint?**

**Child or young person**

**Parent or carer**

**Others in the community**

**WHAT can  
it be about?**

**Any child safety complaints about Gippsland Tennis Coaching or its personnel, including:**

- the organisation's services or dealings with individuals
- allegations of abuse or misconduct by an employee or volunteer
- disclosures of abuse or harm made by a child
- the conduct of a child at the organisation
- the inadequate handling of a prior concern
- general concerns about the safety of a group of children or activity

**Call 000 without delay if child is in immediate danger**

**HOW can a  
complaint  
be made?**

**A choice of**

- Email: [mstennis@dcsi.net.au](mailto:mstennis@dcsi.net.au)
- Letter: PO Box 727, Traralgon, VIC, 3844
- Phone call/text: 0417 140 763 (Mark Stevens) or  
0418 277 703 (Janine Stevens)
- Place information in suggestion box in coach's area in club house

**WHAT happens  
next?**

**Gippsland Tennis Coaching personnel will:-**

- offer support to the child or young person, the parents or carers, the person who reports and the accused person
- initiate internal processes by completing a Child Safety Incident Report Form, as soon as possible after the complaint is made
- in accordance with reporting obligations, assess whether the matter should/must be reported to any external authorities and make the report as soon as possible if required

**Outcomes:**

Investigation completed, outcome decided, relevant Gippsland Tennis Coaching personnel, parents/carers and child notified of outcome of investigation, disciplinary action taken if required, policies and procedures reviewed and updated where necessary.