



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
- 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.