Child Safe Raising a Complaint Policy

A. Purpose

To ensure that Ringwood Swimming Club engage a process for formally responding to complaints with the view that resolution can be achieved if issues are addressed in a sensitive and timely manner.

B. Scope

This policy is applicable to complaints that relate to child safety and wellbeing at Ringwood Swimming Club. The policy covers serious matters that may arise between customers, employees, or the general public in the course of the work undertaken at Ringwood Swimming Club.

This policy is applicable to complaints arising both internally and externally between customers, service partners or the general public and/or with employees at the organisation.

This Policy is intended to be read in conjunction with the Child Safety Code of Conduct and the Child Safe policy.

C. Statement of Commitment to Cultural Safety of First People Children and Young People

We are committed to cultural safety and the wellbeing of First People children and young people. This will be the primary focus of our care and decision-making. Ringwood Swimming Club has zero tolerance for child abuse or racism and as an organisation we will act on incidents of both.

First People Children and Young People are able to express their cultural identity, and this makes them stronger and safer. Cultural safety includes the rights of each child and young person to develop and express their background, customs, social behaviour, language, religion or spirituality, beliefs and way of living.

Statement of Commitment to Safety of Children and Young People

We are committed to creating and maintaining an environment that promotes the safety of all children and young people. This includes encouraging a culture where the prevention and reporting of abuse is supported and encouraged. All staff and volunteers are responsible for promoting the safety, wellbeing and empowerment of children and young people.

Ringwood Swimming Club is committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect their lives. Particular attention will be paid to the cultural safety of First People children and young people and children from culturally and/or linguistically diverse backgrounds, as well as the safety of children and young people with a disability.

D. Breach of this Policy

Staff and volunteers who breach this policy may be subject to disciplinary action. This may include increased supervision, appointment to an alternative role, suspension, and standing aside with/without pay or termination from the organisation.

Customers or Members of the community who breach this policy may be subject to disciplinary action. This may include being asked to leave the premises, suspension of membership or cancellation of membership, or being banned from the premises of Ringwood Swimming Club.

Failure to Disclose is a Criminal Offence

An adult in child-related work in an organisation will commit an offence if they know another adult there poses a serious risk of abusing a child or young person, and they have the power to reduce or remove the risk, and they negligently fail to do so.

All adults are required to report information to police if they know, believe or reasonably ought to know that a child or young person has been abused.

E. Raising a Complaint or Allegation

Step 1: Consider the level of immediate danger to the Child or Young Person and act accordingly.

If you believe a child or young person is in immediate danger, has been abandoned or is missing report this immediately to:

Victoria Police - Ph: 000

If you have formed the belief that the child has suffered or is at risk of suffering harm or neglect, report immediately:

DHHS Child Protective Services

Ph: 1300 360 391 (business hours)

Ph: 13 12 78 (after hours service)

Step 2: If you are concerned about an instance of child abuse, safety or neglect, have received a disclosure from a child or young person or have been made aware of possible harm, please contact:

Ringwood Swimming Club's Child Safety Officer, Kay Yates

Ph: 0478 723 116 E: admin@ringwoodswimmingclub.org.au

Step 3: Child Safety Officer talks to Complainant and identifies facts and details and explains next steps to the Complainant. Records are kept in line with our Child Safe Policy. The Child Safety Officer will advise the complainant to contact the Member Protection officer (if different from the Child Safety Officer) and the Grievance officer grievance@ringwoodswimmingclub.org.au

Internal Investigation of Complaint

Step 4: The Grievance Officer conducts an internal investigation of the complaint.

Step 5: After the internal investigation is completed, the Grievance Officer evaluates the next steps and determines whether to:

a) Report the matter directly to Victoria Police or DHHS Child Protective; or

b) Close the Complaint where no further action is required or no longer sought by the Complainant; See Step 8. Please note: **All adults are required to report information to police if they know, believe or reasonably ought to know that a child or young person has been abused; or**

c) Decide to impose disciplinary measures (in accordance with relevant Member or Employee policies); or

d) refer the complaint to Independent Investigation; or

e) refer the complaint to Mediation; or

f) refer the complaint to a Hearing Tribunal.

Resolution of Complaint

Step 6: Ringwood Swimming Club makes final determination and disciplinary measures (if required) are imposed as a result of the relevant Step 5 process.

Step 7: An appeal (if deemed valid) may be lodged in relation to the decision. If the appeal is heard, a new decision is made, and new disciplinary measures may be imposed.

Step 8: Record of the complaint is finalized. The Complainant and Respondent will be notified of the outcome of the investigation process. Complaint closed.

F. External Options for Remediation

Anyone covered by this policy who feels they have been subject to bullying, discrimination, harassment or violence during the complaint process; or because of the complaint process; or any individual who is unsatisfied with the outcome of the complaint resolution process, may seek to have their complaint resolved externally by the relevant body, association or tribunal.

Contact details for relevant bodies who can assist in matters of Child Safety and Wellbeing:

Victoria Police Ph: 000 (Emergency) Forest Hill Police Station (Non-Emergency) Ph: 03 8847 3600	Department of Health & Human Services Child Protective Services Ph: 1300 360 391 (business hours) Ph: 13 12 78 (after hours service)
Sports Integrity Australia Protecting Sport Together | Sport Integrity Australia Safe Sport Hotline 1800 161 361	Swimming Australia Ph: National Integrity Manager 03 9910 0723 https://www.swimming.org.au/
WorkSafe Victoria Ph: 1800 136 089 https://www.worksafe.vic.gov.au/	Victorian Human Rights and Equal Opportunity Commission Ph: 1300 292 153 https://www.humanrightscommission.vic.gov.au/the-workplace
Child FIRST (Child and Family Information Referral and Support Team) Ph: 1300 762 125	Commission for Children and Young People Ph: 1300 78 29 78
Swimming Victoria Ph: 03 9230 9400	

G. Review

This Policy will be reviewed each 12 months (or sooner with changes to regulations or after an incident). The next planned review will be in October 2027.

Approved by RSC Board of Management 9 October 2026