Who can make a complaint?

Parent

Child / Youth

Staff member / Volunteer

What is a complaint?

Any child and youth safety concerns, including:
- Disclosure of abuse or harm;
- Allegation, observation or belief of harm;
- Breach of Code of Conduct;
- General safety or environmental concerns.

How to make a complaint?

Report any harm or abuse to a child or youth to the Police or the Child Protection Hotline 1800 700 250.
Report any other complaint or concern by a:
- Face-to-face verbal report;
- Letter;
- Email; or
- Telephone call.

Who to complain to?

Safeguarding Coordinator, manager, supervisor, priest, Integrity Officer / Child Safety Coordinator, or SA & NT Professional Standards Office

What happens next?

The Safeguarding Coordinator / manager / supervisor / priest / Integrity Officer / Child Safety Coordinator, or SA & NT Professional Standards Office, in accordance with the law:
- Offer support to the child or youth, the parents, the person who makes the complaint and the accused staff member/volunteer;
- Initiate an internal process to ensure the safety of all children and young people, clarify the nature of the complaint and commence investigation (if required)

Outcome

Investigation completed; outcome determined; relevant staff, volunteers, parents and child or youth notified of outcome of investigation; disciplinary action taken; policies, procedures and risk management assessments reviewed and updated as required

Call 000 if a child is in immediate danger

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Integration Officer / Child Safety Coordinator: Christine Smith
christine.smith@nt.catholic.edu.au
89 84 1413; 0427 994 271