

do you feel... upset, scared or unsafe? You can make a complaint.



If you are in immediate danger call the Police on 000



Who can make a complaint?

Anyone can make a complaint



What can you complain about?

Any local event, program or service where:

- you feel upset, scared or unsafe
- someone has touched, harmed or hurt you or
- you don't like how you are being treated



How to report a complaint

1 Get yourself ready, what do you want to say?

2 Practice what you want to say

3 Get a trusted person to help you write down the story of what happened:

- who or what it is about
- when it happened
- where it happened
- why it made you upset
- how the problem made you feel
- what you think can help to make it better.

4 Choose how you want to report your complaint:

- **In person:** tell someone at any Kingston Council building or service
- **Online:** kingston.vic.gov.au/complaints
- **Email:** childsafes@kingston.vic.gov.au
- **Phone:** Council's Child Safe Coordinator on 0439 814 921 (during business hours)



What will we do?

Once a report has been received, Council's Child Safe Coordinator will:

- ✓ Ensure the immediate safety of the child or young person
- ✓ Offer support to the person who reports
- ✓ Start an investigation if required
- ✓ If required, report to Victoria Police, Child Protection or the Commission for Children & Young People.



What happens next?

- Complete investigation
- Provide an update to those involved.
- If necessary, disciplinary action will be taken with relevant employee, contractor or volunteer.
- We will review policies, procedures and practices and, where necessary, update to improve responses to child safety.