

# **COMPLAINTS / GRIEVANCES / ISSUES**

Child abuse (physical, sexual, emotional, neglect), discrimination, harassment, victimisation, vilification, breach of Codes of Conduct issues

Referred to

Nominated Club Grievance Officer/ President/ Club Captain (directly to Police if Club Grievance Officer not available, immediate risk, or if in doubt)

Allegations of a Criminal Nature

- Sexual Abuse,
- Physical Abuse

Referred to Police and/ or Department of Communities (Child Safety Services)

Allegations of a Serious Nature [not Criminal]

- Verbal Abuse
- Breach of Codes of Conduct

Actioned at Club Level under Leadership of President and/or Club

DEALT WITH IN LINE WITH CHILD PROTECTION
AND MEMBER PROTECTION POLICIES AND PROCEDURES

Complaints, grievances or other club related issues

Referred to

Specific Club Personnel as appropriate

e.g.

COACH

- Selection Issues
- Training Issues

SAFETY OFFICER

- Facility
  Maintenance
- Equipment Maintenance
- Workplace Health

PRESIDENT or CLUB CAPTAIN

 All Other General Club Issues

DEALT WITH IN LINE WITH CLUB POLICIES AND PROCEDURES

Updated 12 September 2013

# How to deal with receiving a Youth Protection Complaint



### **RECEIVING A DISCLOSURE**

Remain calm and find a private place to talk
Explain why you can't keep it a secret
Only ask enough questions to confirm the need to report the matter
Do not attempt to conduct your own investigation



#### **DOCUMENTING A DISCLOSURE**

Complete an incident report form and include:

Time, date and place of the disclosure 'Word for word' what happened and what was said, including anything you said and any actions that have been taken Date of report and signature



# **REPORTING A DISCLOSURE**

If life threatening or child is in immediate danger – Ph: 000

Department of Communities (Child Safety Services) – Ph: 1800 811 810

Queensland Police Service (Local Station) – Ph: local station number



## **FOLLOWING A DISCLOSURE**

Support and counselling will be offered to all parties involved.

The policies and procedures for handling disclosures or suspicions of harm are to be reviewed.

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