



COMPLAINTS PROCEDURE

Type of complaint:

All Complaints should be reported. This includes

- Allegations, disclosures or suspicion of abuse or harm to a child
- Repeated unacceptable behaviour around children
- Suspicion of grooming

Child Safety Officers:

All Complaints must be reported to a child safety officer.

- Jenny Biscan
- Ashleigh Parkes

Making a Complaint:

A child or young person, or any staff member/volunteer/student can make a complaint or raise a concern by:

- Face to face meeting
- Contact dance@thecollectivedanceacademy.com.au
- Submit a Report Form

All complaints and queries will be dealt with promptly, seriously and with sensitivity and remain confidential.

Reporting:

Anyone who respects, on reasonable grounds, that a child or young person is at risk of being neglected or physically, sexually or emotionally abused, should report it to Department of Family and Community Services (FACS). Reports can be made by phoning 132 111.