

COVENANT FOOD & YOUTH OUTREACH

Complaints & Reporting Procedure

Purpose

This procedure outlines how to report concerns, complaints, or allegations related to child safety or any other issue at Covenant Food & Youth Outreach.

Section 1: What to Report

You should report:

- Any concern about a child's safety or wellbeing
- Any disclosure of harm by a child
- Any breach of the Code of Conduct
- Any complaint about a program, staff member, or volunteer
- Any other issue requiring attention

Section 2: How to Report

Option 1: Speak to a Staff Member

Approach any staff member or volunteer. They will direct you to the Child Safety Officer.

Option 2: Contact the Child Safety Officer Directly

Name	[Name]
Email	[Insert Email]
Phone	[Insert Phone]

Option 3: Anonymous Report

You may submit an anonymous report via our website form or by letter to:

Covenant Food & Youth Outreach
Bankstown Gospel Hall

Section 3: What Happens Next

1. **Acknowledgement:** We will acknowledge your report within 24 hours (where contact details are provided).
2. **Assessment:** The Child Safety Officer will assess the concern and determine next steps.
3. **Investigation (if required):** We will investigate promptly and fairly, prioritising the safety of the child.
4. **External Reporting:** If required by law, we will report to NSW Police or the Office of the Children's Guardian.
5. **Feedback:** We will provide feedback on the outcome where appropriate and lawful.

Section 4: Confidentiality

All reports are handled confidentially. Information is shared only with those who need to know to ensure safety and conduct a fair process.

Section 5: No Retaliation

We will not tolerate retaliation against anyone who makes a report in good faith.

Section 6: Support for Children

We provide child-friendly information about how to raise concerns. Children can speak to any trusted staff member or volunteer.

Approved by: _____ (Director/Board)

Date: ____ / ____ / ____