



Complaint Handling Policy

Policies | Procedures | Guidelines

www.esuarve.com.au

Complaint Handling Policy

Purpose

Everything Suarve Inc. (**ESuarve**) is committed to providing a safe, inclusive, and empowering environment for all children and young people engaging in our programs or services. This policy ensures that all complaints and concerns raised by or on behalf of children and young people are taken seriously, responded to promptly, and managed in a way that prioritises the safety, wellbeing, and cultural needs of every child and young person.

ESuarve's complaint handling processes and complaint management policy align with the guiding principles (below), the Child Safe Standards and the Universal Principle.

Scope

This policy applies to all ESuarve director, officers, employees, volunteers, contractors, and anyone engaged in ESuarve's programs or activities, including digital and community-based settings. It covers all complaints and concerns relating to the safety, wellbeing, or treatment of children and young people, regardless of the source or nature of the complaint. This includes:

- All children and young people engaged with ESuarve programs or services
- Parents, carers, families, and community members
- All ESuarve directors, officers, employees, volunteers and contractors
- Third-party providers and partners

Guiding Principles

At ESuarve, complaints are taken seriously and are seen as opportunities to empower children, young people and the broader community. Complaints provide valuable feedback that helps us improve our services and strengthen our culture of safety and respect.

This policy empowers directors, officers, employees, volunteers and contractors to handle complaints promptly, consistently, and effectively. In line with the principles below, it supports ESuarve's ongoing commitment to providing a safe, reliable, and sustainable service for all.

The guiding principles of ESuarve are:

- Trauma-informed care and culturally safe practices,
- Empowering disadvantaged children and young people through trust, mentoring, and lived experience.
- Promoting holistic wellbeing, including mental, emotional, and physical health.
- Commitment to sustainable employment and long-term outcomes for children and young people.
- Integrity, transparency and ethical leadership.

What is a Complaint?

A complaint is any concern, worry, or dissatisfaction raised by a child, young person, or someone on their behalf about anything that makes them feel unsafe, unhappy, or unfairly treated. This includes, but is not limited to, concerns about:

- The behaviour of employees, volunteers, contractors or other children and young people
- Program activities or environments
- Cultural safety and respect
- How a previous complaint was handled

Children do not need to use the word “complaint” for this policy to apply.

Definitions

Child

Any individual under 18 years of age participating in ESuarve programs or services.

Complaint

Any expression of dissatisfaction or concern raised by a child, young person, or their representative, about any aspect of ESuarve's services, personnel, or environment.

Escalation

The process of referring a complaint to higher levels of management or external authorities when it cannot be resolved at the initial stage

Issue

A concern or problem resolved at first contact, without escalation to a formal complaint.

Representative

Parent/carer/guardian; advocate; peer/friend; Elder/liaison officer—acting with the child's consent wherever feasible.

Young Person

Any individual 18 years of age or over participating in ESuarve programs or services.

Roles and Responsibilities

All Employees, Contractors and Volunteers

- Listen respectfully and respond promptly to all complaints or concerns raised by children, young people or someone on their behalf.
- Support children and young people to express their concerns in ways that are safe and accessible.
- Maintain confidentiality and privacy at all times, except where disclosure is required by law.
- Report all complaints and concerns to the designated Complaints Officer or relevant authority as outlined below.

Child Safety Officer

- Oversee the complaints process, ensuring all complaints are logged, investigated, and resolved in line with this policy.
- Provide support and information to children, young people and families throughout the process.
- Ensure culturally safe and trauma-informed approaches, including engaging First Nations Liaison Officers or community Elders where appropriate.

- Report serious complaints to external authorities (e.g. Child Safety Services, Queensland Police) as required by law and policy.

Management Committee:

- Monitor trends, review systemic issues, and ensure continuous improvement of complaint handling processes.
- Ensure regular training for all employees, volunteers and contractors on child-focused complaint handling and cultural safety.

Culturally Safe and Inclusive Practice

- ESuarve recognises the importance of First Nations-led approaches to complaints. Where appropriate, complaints involving Aboriginal and Torres Strait Islander children and young people are managed with the involvement of cultural liaison officers or community Elders.
- The policy ensures accessibility for children with disabilities, those from culturally and linguistically diverse backgrounds, and those with additional support needs.

Communication and Training

- This policy is made available to all children, young people, families, and ESuarve personnel in accessible formats.
- Regular training is provided to ESuarve personnel on child-focused complaint handling, cultural safety, and trauma-informed practice.

Related Documents

- *Child Safety and Wellbeing Policy*
- *Child Safety Code of Conduct*
- *Complaint Handling Procedure*

Review

ESuarve reviews this procedure annually to ensure it meets business needs and best practice guidelines. If needed, an ad hoc review outside the scheduled review period is undertaken in order to evaluate the performance of our complaint management process.

- Information used to inform the review may include:
- Feedback received from children, young people, families and community members.
- Future best practice.
- Any changes in procedure, legislation or organisational structure.

Version Control

Version	Approved By	Date of Approval	Reference
2.0	CEO	23/03/2026	CS-0003

Appendix

Flow Chart

