

TACH Complaints Procedure

1. INTRODUCTION

When responding to complaints, staff (paid and volunteer) act in accordance with complaint handling procedures as well as any other internal documents providing guidance on the management of complaints.

Staff should also consider any relevant legislation and/or regulations when responding to complaints and feedback.

The five key stages in our complaint management system are set out below



2. RECEIVE

Unless the complaint has been resolved at the outset, we will record the complaint and its supporting information.

The record of the complaint will document:

- Contact information of the person making a complaint and the date received
- Issues raised by the person making a complaint and the outcome/s they want
- Any other relevant information, and
- Any additional support the person making a complaint requires

3. ACKNOWLEDGE

We will acknowledge receipt of each complaint promptly, and preferably within 5 working days. When appropriate we may offer an explanation or apology.

Consideration will be given to the most appropriate medium (e.g. email, letter) for communicating with the person making a complaint.

4. ASSESS AND INVESTIGATE

4.1 Initial assessment

After acknowledging receipt of the complaint, we will confirm whether the issue/s raised in the complaint is/are within our control. We will also consider the outcome/s sought by the person making a complaint and, where there is more than one issue raised, determine

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whether each issue needs to be separately addressed. When determining how a complaint will be managed, we will consider:

- How serious, complicated or urgent the complaint is
- Whether the complaint raises concerns about people's health and safety
- How the person making the complaint is being affected
- The risks involved if resolution of the complaint is delayed, and
- Whether a resolution requires the involvement of other organisations.

For complaints made by a child, the priority is always 'High'.

4.2 Investigating the complaint

After assessing the complaint, we will consider how to manage it. We may:

- Give the person making a complaint information or an explanation
- Gather information about the issue, person or area that the complaint is about, or
- Investigate the claims made in the complaint.

We will keep the person making the complaint up-to-date on our progress, particularly if there are any delays. We will also communicate the outcome of the complaint using the most appropriate medium. Which actions we decide to take will be tailored to each case and take into account any statutory requirements.

5. DETERMINE OUTCOME AND PROVIDE REASONS FOR DECISION

Following consideration of the complaint and any investigation into the issues raised, we will contact the person making the complaint and advise them:

- The outcome of the complaint and any action we took
- The reason/s for our decision
- The remedy or resolution/s that we have proposed or put in place, and
- Any options for review that may be available to the complainant, such as an internal review, external review or appeal.

6. CLOSE THE COMPLAINT: DOCUMENT AND ANALYSE DATA

6.1 Document

We will keep records about:

- How we managed the complaint
- The outcome/s of the complaint (including whether it or any aspect of it was substantiated, any recommendations made to address problems identified and any decisions made on those recommendations), and
- Any outstanding actions to be followed up, including analysing any underlying or root causes.



6.2 Analyse data

- We will ensure that outcomes are properly implemented, monitored and reported to

7. COMPLAINTS FROM CHILDREN

7.1 Allegations of Child Abuse

- All allegations of child abuse must be referred to the TACH President and Secretary.
- Any allegations of serious or criminal abuse requires urgent action – staff should contact the police immediately.
- Less serious/urgent allegations should be actioned within 24 hours.
- Although incidents may seem minor, they may represent ‘the tip of the iceberg’ and must be reported

The following steps should be taken to respond to an allegation of child abuse.

Step 1: Clarify basic details of the allegation

- Listen and be supportive.
- Reassure the child that what has occurred is not their fault
- Be honest and explain that other people may need to be told in order to stop what is happening
- Avoid suggestive or leading questions – ask the child “What happened?” and “Then what happened?”

If another person makes the complaint, the TACH staff member should ask the person to:

- Explain their reasons for suspecting abuse (observation, injury or other)
- Provide the names and contact details of all people involved, including witnesses.

Step 2: Report allegations of a serious or criminal nature

- Report any incident of a serious or a criminal nature to the police or child protection authority immediately.
- If the child’s parent/s are suspected of committing the abuse, report the allegation to the relevant government agency.

Step 3: Protect the child and make sure the alleged offender is not victimized

- Take action to ensure the child’s/children’s safety (e.g., move the alleged offender to a non-child related position, supervise the alleged offender or remove/suspend them from their duties while the matter is being investigated).
- Make sure the individual accused of the offence is not victimised. If they’re stood down, make it clear that this does not mean the person is guilty and that a proper investigation will be undertaken before decisions are made.



Step 4: Follow the child protection authority or police requirements

- Further clarify but do not investigate the allegation unless requested to do so by the authorities. Provide information and assist in investigations as appropriate.
- The police or child protection agency may undertake an investigation. They may also request that the state sporting organisation undertake their own investigation (this should be done by an independent person with appropriate investigative expertise).
- TACH should provide information and assist with the investigation as appropriate. Individuals/clubs should not try to investigate the incident themselves

Step 5: Manage the situation

- TACH must manage the situation while an investigation is being conducted (internal or external)
- Support should be provided to the victim and their family. This may include seeking professional counselling support if appropriate;
- If an investigation is being conducted TACH should not talk to the alleged victim, their family or the alleged perpetrator about the complaint. If TACH is asked for information, our response should be confined to the complaint process and timeline;
- TACH will take action to ensure the ongoing safety of members, particularly children, until the authorities have completed the investigation and any court or tribunal hearings. This may involve providing extra supervision or removal of a person from their position pending the outcome of the investigation. If the person is in a paid position, TACH will seek advice from the State Ethnic Languages Association or a lawyer;
- TACH will consider carefully what other members and their families are told about the situation. If there are enquiries, it will be handled by the President. Discussion will focus on the process rather than the people.
- If an alleged perpetrator has been removed from their position it is important that those impacted are provided appropriate information to minimise gossip and concern.
- In all cases TACH Management Committee Members must not speak about or post any information on social media. Do not name the alleged perpetrator unless the police have agreed to the name being released.

Step 6: Implement disciplinary action as required

- TACH will implement any disciplinary action recommended by the police, child protection authority or state sporting organisation. The action will be immediate.

10. RELATED POLICIES AND PROCEDURES

- TACH Complaints Policy

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- Commitment to Being Child Safe
- Health and Safety Policy and Procedure
- TACH Code of Conduct
- School Rules
- School Privacy Policy
- Child Friendly Complaints Poster

11. RELEVANT LEGISLATION AND STANDARDS

- Occupational Health & Safety Act 1984 (WA) & Occupational Health & Safety Regulations 1996 (WA)
- The Work Health & Safety Bill 2019 (WA), which is expected to be passed by Parliament within the next year and replaces the Occupational Health & Safety Act & Regulations
- The Working with Children Act 2004 (WA)
- The National Principles for Child Safe Organisations

15. POLICY STATUS AND REVIEW

Date Approved:	00/00/2020	Approved By:	TACH Management Committee
Date of Review:	00/00/2021	Review By:	TACH Management Committee

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