

BACKSTREET DANCE

This is where you come alive!

Child Safe Complaints Policy

Statement

We, here at Backstreet Dance, are committed to providing a fun and safe environment for all Students, family and staff. We ask all who enter our vibrant studio follow and respect our values and ethics that we declare as fundamental guidelines stated below; all staff have been trained and instructed to enforce these policies and procedures. We believe everyone in our organisation should report any concerns or questions about the safety or welfare of a child, young person, adult, visitor and students immediately. Everyone at Backstreet Dance has the right to be confident that complaints will be handled honestly and fairly. Additionally, everyone should be confident reporting inappropriate behaviour around kids.

What to report

All complaints should be reported including:

- Disclosure of abuse or abusive behaviour
- Inappropriate behaviour around children
- Suspicion of abuse or harm to a kid

Who to report to

All complaints must be reported formally to Backstreet Dance Directors Deborah Storer and/or Jeff Storer submit to them a complaint form or contact **0407 995 182** to learn about accessing a complaint form. Please note that a child or young person, or any staff member/volunteer/student can make a complaint, or raise a concern directly to Deb or Jeff as Child Safety Contact Persons.

Studio: 170-182 Mayers Street, Manunda | **Postal:** PO BOX 275, Bungalow QLD 4870

Mobile: 0407 995 182 | **Email:** info@backstreetdance.com.au

Backstreet Dance | Directors: Deborah & Jeffrey Storer | **ABN:** 64 075 206 274



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Complaint action plan

After a complaint is submitted or notified to the child safety contact person/s they will take the following action:

- Listen to the person making the complaint and make a confidential record of the complaint using the complaint form.
- In the case of an allegation of child abuse, Backstreet Dance will report to relevant state government department. Inform everyone involved in the complaint about the requirement to make this report.
- If the complaint involved inappropriate behaviour and a breach of the Code of Conduct, the manager/leader will need to take action in accordance with the internal procedure as outlined in Backstreet Dance policies.

State Reporting Obligations

- **Official Reporting requirements**
 - If complaint is subject to Australian Consumer Law (ACL) such as consumer complaints Backstreet Dance will need to acknowledge and manage complaints fairly and find a resolution promptly. This includes reporting complaints if requested by authorities. Consumer complaints will be resolved according to Backstreet Dance's complaint action plan however depending on severity complaint will be reported to relevant authorities such as Office of Fair Trading (OFT) in Queensland.
 - Under the Work Health and Safety Act 2011 (QLD) employers are required to reasonably address workplace safety and employee wellbeing complaints. Anti-Discrimination Commission Queensland (ADCQ) or relevant agencies if discrimination, harassment, or bullying is reported. Complaints resulting in injury or employee harm if applicable report to Workplace Health and Safety Queensland (WHSQ).
 - Complaints will need to be reported to Queensland public sector for certain policies and guideline breaches. This includes breaches of policy that fall within the jurisdiction of the Queensland Ombudsman. The Public Service Commission sets out guidelines for reporting complaints about ethical behaviour, misconduct, or maladministration within public sector agencies.
 - Complaints involving child safety or suspected abuse are governed by Child Protection Act 1999 (QLD). These complaints must be reported to Department of

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Children, Youth Justice and Multicultural Affairs as state's obligations under child protection laws state.

- Complaints about industry regulators must be reported to specific industry regulators, such as: Queensland Health (if complaint is healthcare-related), Queensland Building and Construction Commission (QBCC) (if complaint is building-related), Queensland Human Rights Commission (QHRC) (if complaint concerns human rights violation or discrimination)
- Public Interest and Whistleblower complaints are to be reported to Public Interest Disclosure Act 2010 (QLD) to handle misconduct, corruption, or maladministration. The Act outlines that these complaints need to be managed according to their legal framework notifying relevant oversight personnel's.
- Potential breach of privacy must be complied with the Privacy Act 1988 (Cth) and eligible data breaches reported to Office of the Australian Information Commissioner (OAIC).
- Some complaints may be obligated to authorities such as Australian Prudential Regulation Authority (APRA), or the Australian Securities and Investments Commission (ASIC) or other relevant industry authorities.
- If complaint concerns the Human Rights Act 2019 (QLD) will be addressed by relevant government authorities or agencies or reported to Queensland Human Rights Commission (QHRC).

The ombudsman role is to investigate administrative complaints about government departments, public authorities, and local councils. These issues could include: poor service delivery, delays in processing, unfair treatment or discrimination by government services, abuse of power or failure or authority going against protocol. To contact the Queensland Ombudsman find online on their website or phone 1800 068 908.

Children's Guardians role includes protecting children's rights, overseeing child safety services, and ensuring children's well-being. A breach of this is required to be reported.

The Complaint Process

When submitting a complaint to an official government organisation for handling the type of complaint you're addressing. Refer to above for examples. When filling in a complaint it's important to include relevant information and details such as a description of the problem or incident, dates, times, details of individuals involved, supporting documents and evidence. Many government departments have online services to submit complaints or you can report by phone or in person or mail. If complaint is handled inadequately seek higher authority such as: Queensland Ombudsman (complaints against government departments),

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and The Australian Human Rights Commission (human rights issues) or other specific industry authorities.

Our reporting Obligations

Professions working with children have a mandatory obligation to report any concerns or suspected harm or risk of harm to child. Non-mandatory reported of the public who have concerns about Child Safety Services can report to Department of Children, Youth Justice, and Multicultural Affairs, or any other relevant industries. Organisations are responsible to truthful and give reliable information and resources when reporting complaints and respecting confidentiality where applicable.

Confidentiality

Confidentiality with complaints is the protection of personal details of those involved with a complaint. Security of complaints is important by law complaints must not be shared without consent. Confidentiality is applied to personal information, sensitive information and records. Legal consequences may occur for individuals and organisations if confidentiality systems are not followed as outlined by The Privacy Act 1988 (Cth), Child Protection Legislation, and Workplace Health and Safety.

Training and Staff Support

To ensure protection and support of complaints it is important staff are trained to support the complaint process to help secure and protect client confidentiality as well as understand the legal/ethical obligations involved. Additionally, complaints handled by staff that are not managers or directors will be supervised and guided by qualified management and/or directors to ensure consistency and positive outcomes.

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To access or review a complaint form or submit a complaint please contact the director directly by email, phone or arrange a meeting for more formal or confidential complaints, thank you.

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