



# Complaints Management Policy

Heading	What to include
<b>Policy title</b>	Complaints and Allegations Policy – Child Safe Edition
<b>Purpose</b>	<p>The purpose of this policy is to demonstrate AICC's commitment and confidence to dealing with complaints honestly and fairly.</p> <p>AICC will follow this policy to report inappropriate behaviour around kids.</p> <p>Everyone within our organisation should report any concerns about the safety or welfare of a child or young person immediately.</p>
<b>Reporting Obligations</b>	<p>The types of personal information we may collect about you include:</p> <ul style="list-style-type: none"><li>• Your name</li><li>• Images of you</li><li>• Your contact details: email address, street address, mobile and phone numbers</li><li>• Your marital status</li><li>• Your credit card details</li><li>• Your demographic information</li><li>• Information you provided to us</li><li>• Any other personal information requested by us and/or provided by you or a third party.</li></ul> <p>We may collect these types of personal information directly from you or from third parties.</p>
<b>Types of Complaints</b>	<p>All complaints should be reported, this includes:</p> <ul style="list-style-type: none"><li>• Disclosure of abuse</li><li>• Inappropriate behaviour around kids</li><li>• Suspicion of abuse or harm to a kid.</li></ul>

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<b>Responsible Workers and how to make a complaint</b>	<p>All reports must be made to the Manager of AICC as well as the President.</p> <p>A child or young person, or any staff member/volunteer/student can make a complaint or raise a concern by:</p> <ul style="list-style-type: none"> <li>• Face to face meetings – 12 Harrow Rd, Auburn NSW 2144</li> <li>• Phone call – 02 9646 1124</li> <li>• Email – <a href="mailto:info@auburnislamiccentre.org.au">info@auburnislamiccentre.org.au</a></li> <li>• Letter – 12 Harrow Rd, Auburn NSW 2144</li> </ul>
<b>Complaint Process</b>	<ol style="list-style-type: none"> <li>1. Listen to the person making the complaint and make a record of the complaint using the 'Complaint Record Form'.</li> <li>2. In NSW, we will make a report to the Department of Family and Community Services in the case of an allegation of child abuse. We will also inform everyone involved in the complaint of the requirement to make this report.</li> <li>3. If the complaint involves inappropriate behaviour and a breach of the Code of Conduct, the manager/ President will need to take action in accordance with the internal discipline procedure.</li> </ol>
<b>Privacy and Confidentiality</b>	<p>AICC is committed to ensuring that we follow the obligations defined under the Privacy and Personal Information Protection Act 1998.</p> <p>Complaints are dealt with the utmost confidentiality and are only managed by the Manager and the President.</p> <p>Information will be disclosed with other government or non-government agencies as soon as possible to allow investigations to take place.</p>
<b>Communication and Support</b>	<p>AICC will ensure that all stakeholders know how to make a complaint or raise a concern.</p> <p>Resources may be found in the office, our website and on the Office of the Children's Guardian's website.</p> <p>AICC will be working on implementing training and information to members, staff and volunteers.</p>
<b>Publication</b>	<p>The publication of this Complaints Management Policy will be made on the official AICC website. It will also be reviewed and discussed at staff meetings. It will be used as part of inductions and training as needed.</p>
<b>Review</b>	<p>Reviews and amendments will be done at any time and at our own discretion. The amended Complaints Management Policy will be updated once these changes are made, onto our website. We recommend you check our Site regularly to ensure you are aware of our current Complaints Management Policy.</p>