



Standard 6

Complaints management

Effective, child-focused complaint and concern processes are essential for protecting children. Standard 6 ensures organisations will have systems in place that are transparent, accessible, and designed to empower children to raise concerns safely and confidently, knowing they will be taken seriously. Our vision at Maroochy Beach Gymnastics is to create a culture where children, families, carers, staff and volunteers feel safe and supported to speak up about concerns. Complaints are managed in a timely, transparent, trauma informed, and respectful way with the child’s wellbeing and safety at the center of every response. This standard matters to us because a child-focused approach to complaints ensures that children feel heard and supported, regardless of their background. Addressing concerns effectively builds trust and ensures we are fulfilling our obligations to prevent harm and improve safety practices.

KEY ACTION AREAS	HOW MGB IS ALREADY EMBEDDING THIS KEY ACTION AREA	OUR GOALS (STEPS)	PRIORITY RATING <i>LOW</i> <i>MEDIUM</i> <i>HIGH</i>	HOW MGB WILL EMBED OUR GOALS AND WHEN	MEASURES OF SUCCESS REVIEW DATE <i>Term based Reviews</i>
6.1 An accessible, child focused complaint handling policy exists,	The complaints handling policy is prioritising the safety and wellbeing of children and recognises the role	Children are involved in developing a process and framework for complaints and reporting process: Child friendly posters and language to be placed on every toilet door.	H	Child representatives to meet and help create posters for toilet doors and/or	Systematic Review are regularly occurring to audit complaint trends to identify patterns and areas for improvement

<p>which clearly outlines the roles and responsibilities of individuals at each level of the organisation and their approach to dealing with different types of complaints, breaches of relevant policies or the Code of Conduct and their obligation to act and report.</p>	<p>of families and communities in understanding and using the policy.</p> <p>Children know who go to and to talk to if they are feeling unsafe and know what to expect in response.</p> <p>Prioritising social and emotional wellbeing and health – An holistic, strengths-based approach is adopted to support the wellbeing of children, staff and families through the complaints process.</p> <p>Updated Code of Conduct. Every member, child, staff and volunteer understands their obligations.</p> <p>.</p>	<p>When something does not feel right evaluate:</p> <ul style="list-style-type: none"> - What do I see - How do I feel - What have I heard - Who do I talk to about what? - What needs reporting? <p>Every member, child, staff and volunteer understands their role and responsibility in participating in a complaints management system that is fair and just allowing each party to respond and mitigate and being used.</p>		<p>electronic notice board. Ask for EOI</p> <p>Megan Johns (Term 2, 2026)</p>	<p>in processes as on ongoing process.</p> <p>Clear, documented complaints policies and procedures are in place and accessible.</p> <p>Children identify appropriate adults to find support or talk to.</p> <p>Feedback from children, carers, and families confirms they feel safe and supported when raising concerns.</p> <p>Completed Policies and procedures manual that is child and user friendly. Include Framework flow charts.</p> <p>Review: (Term 2, 2026)</p>
<p>6.2</p> <p>Policies and procedures are in place that address reporting of complaints and concerns to relevant authorities, whether or not the law requires reporting, and co-operates with authorities</p>	<p>Staff and volunteers are well-informed about their roles and responsibilities, reporting and privacy obligations, and processes for responding to disclosures in their actions.</p> <p>Staff and volunteers feel empowered and supported to draw</p>	<p>Develop and maintain a child-friendly complaints policy that is accessible to children, carers, families, staff, and volunteers.</p> <p>Establish clear pathways for reporting, escalating, and responding to concerns, including</p>	<p>H</p> <p>H</p>	<p>Subcommittee to develop.</p> <p>Term 2, 2026</p>	<p>Child-friendly complaints policy and procedure is established and displayed where children can easily identify how it works.</p> <p>Complaint data is regularly reviewed and</p>

<p>who have a responsibility to investigate.</p>	<p>attention to breaches of the Code of Conduct within the organisation.</p>	<p>feedback loops to ensure outcomes are communicated.</p> <p>Yellow Form for Staff – accessible as hard copy or on website (Reportable Conduct)</p> <p>Pink Form for children – accessible as hard copy or on website (Reportable Conduct)</p>	<p>H</p> <p>H</p>		<p>informs potential systemic reform and policy and process improvements.</p> <p>Review: (Term 2, 2026)</p>
<p>6.3</p> <p>Where appropriate, ensure there are First Nations-led complaints handling and reporting mechanisms (e.g., involving First Nations Liaison Officers and trusted community Elders in the process).</p>	<p>Sharing resources – The organisation dedicates resources to Aboriginal and Torres Strait Islander-led complaints mechanisms, personnel and processes, where appropriate.</p> <p>Accountability and continuous quality improvement – Progress, restoration and successful outcomes are measured and seen using a range of different success indicators, including Aboriginal and Torres Strait Islander success indicators.</p>	<p>Ensuring complaint processes are easy to understand, trauma-informed and tailored to the needs of all people, including people from CALD backgrounds, refugee and asylum seekers, Aboriginal and Torres Strait Islander children, and those with a disability or who identify as LGBTIQ+.</p> <p>Hold workshops and educational for staff, coaches and gymnasts. Built into Staff meetings and or training. Involve Liaison officer and other trusted community members.</p>	<p>H</p> <p>M</p>	<p>Identity cultural backgrounds and minority groups to be consulted about the complaints policy and procedure.</p> <p>Term 2, 2026</p> <p>Research and implement educational material into staff meetings – modules on child safe standards.</p> <p>Term 3, 2026</p>	<p>First Nations staff and staff of other ethnic backgrounds report that the complaints processes are culturally safe.</p> <p>Staff complete an e-quiz and identify what if scenarios.</p> <p>Review: (Term 2, 2026)</p>
<p>6.4</p>	<p>Staff and volunteers have a good knowledge of the different ways children express concerns</p>	<p>Train staff to handle complaints sensitively, with a focus on supporting and protecting children</p>	<p>M</p>	<p>Expert training needs to be</p>	<p>All children feel safe to report concerns and complaints and feel</p>

<p>Ensure investigations into complaints do not retraumatise children.</p>	<p>or distress and disclose harm, and can respond using trauma-informed approaches.</p>	<p>and ensuring that no child or person is retraumatized throughout the process.</p> <p>Trauma-Informed Training: Train staff to respond sensitively to disclosures, ensuring children's safety and wellbeing is prioritised.</p> <p>Complaints officer will deliver educational to members (newsletter) and staff (meetings)</p>	<p>H</p>	<p>employed to deliver this.</p> <p>Term 4, 2026</p> <p>Complaints officer to provide resources to members and staff via meetings and newsletter</p>	<p>that the resolution process results in meaningful change.</p> <p>Staff and members report understanding the complaints process to be clear and actionable.</p> <p>Review: (Term 2, 2026)</p>
<p>6.5</p> <p>Effective complaint handling processes are understood by children, families, staff and volunteers, and are culturally safe.</p>	<p>Updated policies and procedures demonstrate regard for fairness to all parties in a complaint process or investigation including support and information as appropriate that has a clear framework.</p>	<p>Monitor and review complaint trends to identify systemic issues and drive continuous improvement.</p>	<p>H</p>	<p>Club Manager collecting data and rigorous checks on the complaint process – following up procedures, reports and actions taken.</p> <p>Immediate and ongoing</p>	<p>All staff report feeling safe, capable and supported to raise issues and complaints.</p> <p>All members and children report the complaints process is easy to follow and understand and the process was actioned with a fair and mitigated outcome.</p> <p>Review: (Term 2, 2026)</p>
<p>6.6</p> <p>Complaints are taken seriously and responded</p>	<p>Complaint and Grievances Policy updated.</p> <p>Commitment to Safeguarding and Child Safe Standards.</p>	<p>Clear Framework for process – Posters (social media, live news board, newsletter)</p> <p>Reportable Conduct</p>	<p>H</p>	<p>All new updated policies, procedures and frameworks will be compiled into one</p>	<p>Feedback Loops: Inform complainants about the outcomes and actions taken</p>

<p>to promptly and thoroughly.</p>	<p>Information about all complaints and concerns, including breaches of relevant policies or the Code of Conduct, is recorded and analysed, including in relation to processes, timeframes and record keeping practices. Systemic issues are identified and mitigated through this process.</p> <p>Timely feedback is provided to children, carers, families, staff and volunteers who raise concerns or complaints.</p>			<p>Club manual as well as emailed to members. They can be referred to in Newsletters and social media posts.</p> <p>Immediate and ongoing</p>	<p>because of their feedback.</p> <p>The resolution process results in meaningful systemic change, not just individual case resolution.</p> <p>Complaints reduce and those reported are managed so all parties report feelings of being heard.</p> <p>Review: (Term 2, 2026)</p>
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