

Policy Number:	<b>OS02.1a</b>
Area:	<b>Organisational Integrity</b>
Policy Title:	<b>Child Friendly Complaints Handling Process V2</b>
Related GMP document:	OS02 Complaints Policy OS02.1b Complaints Handling Flowchart OS04 Sexual Misconduct Policy OS07 Whistle Blower Policy
Related non-GMP Document:	



**TABLE 1. VERSION CONTROL TABLE OS02.1A CHILD-FRIENDLY COMPLAINTS HANDLING PROCESS**

<b>OS02.1a Child-Friendly Complaints Handling Process</b>			
<b>Version Number</b>	<b>Purpose/change</b>	<b>Author</b>	<b>Date</b>
1	Adopted to meet ACFID requirements for child-friendly complaints processes.	Board	JUN2019
2	New format with Version Control Table	Board	JUN2023

Policy Title: OS02.1a Child-Friendly Complaints Handling Process V2

Adopted: JUN2019

Amended: JUN2023

Review due: JUN2026

Filename: OS02.1a Child-Friendly Complaints Handling Process V2

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## Introduction

This is a summary of how GMP deals with complaints. It is written to help children understand what happens if they complain to GMP.

- 1) We will take your complaint seriously. You will not be punished for complaining to GMP.
- 2) If your complaint is not about GMP people or activities we will refer you to someone else who can help.
- 3) If you complain about child abuse or exploitation we will act to keep you safe, and we will tell the Child Protection service in your location. If it is safe to do so we will tell the police.
- 4) We will arrange for a medical check if you have been hurt or sexually touched.
- 5) If you have sent us a written complaint we will reply within 3 days. (If it is a complaint about child protection we will respond within 24 hours.)
- 6) Your information will only be shared with people who need to know in order to investigate and to keep you safe.
- 7) A GMP person will talk with you about how we will investigate your complaint. You can choose to have an adult you trust with you.
- 8) The investigation of a serious issue may take several weeks, but we will keep you and your trusted adult informed.
- 9) We will let you know the results of the investigation and any action that will be taken.