

# Child Safe Complaints Policy – Log Cabin Camp

## PURPOSE

To explain to client groups, parents, guardians, and members of the public how to report a complaint or concern to Log Cabin Camp regarding the safety and wellbeing of children; and to explain how Log Cabin Camp will collect, use and respond to this complaint.

## SCOPE

This policy outlines Log Cabin Camp's general collection, use and disclosure of complaints received by Log Cabin Camp regarding child safety. It forms part of the camps commitment to Child Safety and Wellbeing.

## POLICY

### How to report a complaint to Log Cabin Camp

Any member of the public is encouraged to report a child safety concern to Log Cabin Camp at any time via:

**Phone:** (03) 5345 2756

**After business hours:** 0400 865 047

**Email:** [admin@logcabincamp.com.au](mailto:admin@logcabincamp.com.au)

Or **In Person**

### How Log Cabin Camp will respond to a complaint

All complaints should be corrected in a timely and efficient manner if possible (e.g., heaters aren't on). If the complaint is of a more serious matter, they should be referred to management when possible. If management is unavailable the complaints should be handled in the following way:

### Customer Complaints

On receiving a customer complaint staff will:

- Listen carefully to the complaint. If the complaint is regarding safety around the campsite (i.e an activity that cause concern of physical harm):
- Provide the customer with a 'Feedback Form' for them to complete to ensure the complaint can be followed up.
- Explain that the 'Feedback Form' will be passed onto the manager immediately for appropriate action and the client will be contacted soon.
- Be professional, polite & courteous and thank the customer for completing the form.

If there is an incident, disclosure, allegation or suspicion of child abuse, all staff must follow our [Child Safety Responding and Reporting Obligations Policy and Procedures](#) Our policy and procedures address complaints and concerns of child abuse made by or in relation to a child or camper, camp staff, contractors, service providers, visitors or any other person while connected to Log Cabin Camp. As soon as any immediate health and safety concerns are addressed, and relevant camp staff have been informed, we will ensure our camp follows:

- the [Four Critical Actions](#) for complaints and concerns relating to adult behaviour towards a child, or a child towards another child

Please note our staff are required to report any concerns or complaints disclosed to the relevant authorities.

## Policy status and review

Camp Managers are responsible for reviewing and updating the Policy at least every two years.

## Approval

<b>Created date</b>	16/1/23 by Beth Oswin
<b>Consultation</b>	Christine and Grant Laidlaw
<b>Endorsed by</b>	Grant Laidlaw – Camp Manager
<b>Endorsed on</b>	16/1/23
<b>Next review date</b>	16/1/24