



iceHQ COMPLAINT PROCESS

Document Control

Version	Date	Sections	Notes	Author	Approval
1.0	20 June 2023	1-5	Initial Release	Zamara Giles Hockey Coordinator / Child Safety Officer	Alannah Bourke Business Manager

1. PURPOSE

IceHQ is committed to providing an environment that is safe for all children and young people. The purpose of this document is to provide a clear process for the lodgement of complaints that ensures child safety is reflected in all aspects of our business operations.

2. SCOPE

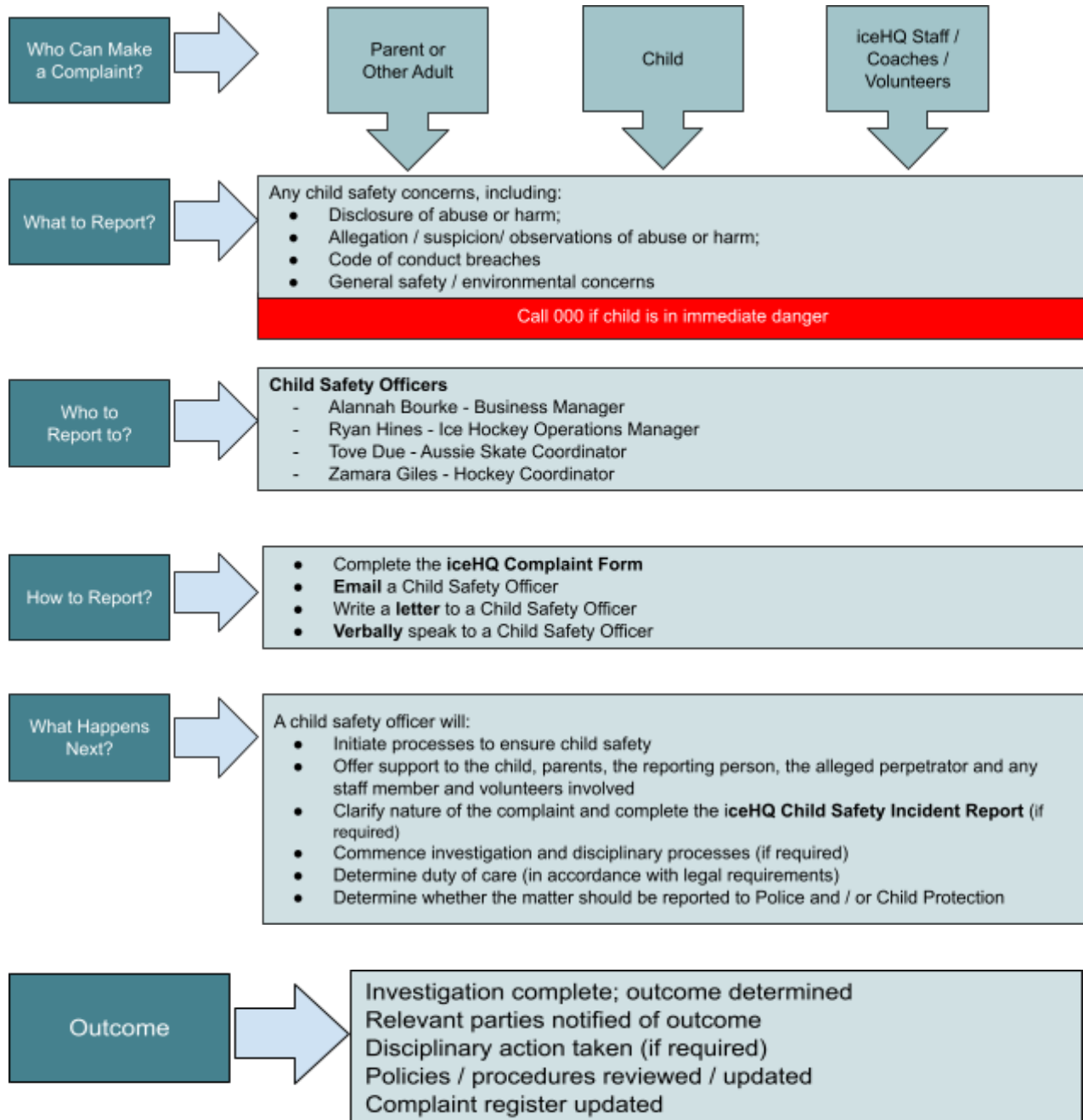
This policy applies to everyone involved in or connected to recreational skating activities and ice sports, including (but not limited to) participants, parents, staff, volunteers, patrons, spectators, contractors, officials and coaches.

This document should be read in conjunction with the **iceHQ Child Safety Policy**.

3. DEFINITIONS

- 3.1 **Child and Young Person** means a person under the age of 18 years, unless otherwise stated under the law applicable to the child (eg, for the purposes of child sexual offences in Victoria, a 'child' refers to a person under the age of 16 years)
- 3.2 **Child Abuse** includes all forms of physical, emotional, psychological, verbal and/or sexual abuse. Child abuse also includes sexual exploitation, neglect or negligent treatment, grooming, harassing behaviour, bullying or other exploitation of a child or young person and includes any actions that results in actual or potential harm to a child or young person. Child abuse can be a single incident or take place over time.
- 3.3 **Child Safety Officer** is an iceHQ staff member assigned to protecting the rights of children and young people at iceHQ
- 3.4 **Child Protection** means any responsibility, measure or activity undertaken to safeguard children from harm.

4. COMPLAINT PROCESS FLOW CHART



5. COMPLAINT PROCESS

Any concerns surrounding the health and safety of those enjoying the iceHQ facility should be reported.

This includes any disclosure of any child abuse or harm, allegations, suspicion or observations of abuse or harm, code of conduct breaches and any general safety or environmental concerns.

5.1. Reporting a Complaint

Complaints can be reported by a child / young person or adult; including but not limited to; coaches, volunteers, officials, iceHQ staff, parents and spectators.

Complaints can be made verbally, in writing (via email or written correspondence) or by completing the **iceHQ Complaint Form** and forwarding it to an iceHQ Child Safety Officer.

5.2.1. Child Safety Officers

All complaints and child safety concerns should be reported to an iceHQ Child Safety Officer.

Name	Role	Email
Alannah Bourke	Business Manager	alannah@icehq.com.au
Zamara Giles	Hockey Coordinator	zamara@icehq.com.au
Ryan Hines	Ice Hockey Operations Manager	ryan@icehq.com.au
Tove Due	Aussie Skate Coordinator	tove.due@icehq.com

5.2. Lodging a Complaint

When a complaint has been lodged, Child Safety Officers must first initiate processes to ensure child safety. This includes (but is not limited to) separating the child and accused person.

Where required, action to address the support needs of the child, their family, the alleged perpetrator and any staff and volunteers involved must be offered.

The Child Safety Officer/s must clarify the nature of the complaint and gain all relevant information to commence an investigation into the allegation and determine the duty of care (in accordance with legal requirements).

In all cases where a child is in immediate danger, police must be called on '000'.

Where it is established that an allegation or incident of child abuse has occurred, the Child Safety Officer must complete the **iceHQ Child Safety Incident Report Form**.

To report a complaint to Child protection, the Child Safety Officer “needs to have formed a reasonable belief that a child has suffered or is likely to suffer significant harm as a result of abuse or neglect, and their parents have not protected or are unlikely to protect the child from harm of that type. A reasonable belief does not require proof.”

All complaints must be recorded on the iceHQ Complaints register.

5.3. Complaint Outcomes

When a complaint has been fully investigated and an outcome determined, all relevant parties must be notified of the outcome.

Disciplinary action must be taken (if required) and relevant policies and procedures reviewed and updated if needed.

The **iceHQ Complaints Register** must be updated to record all relevant case details and actions taken.