

# Child Safeguarding -Complaint Management – Easy Read



## What is this about?



- How CatholicCare Wollongong will keep children and young people safe.



- How CatholicCare Wollongong will help children and young people make a complaint.

## Why did CatholicCare Wollongong make this?



- To make sure everyone at CatholicCare Wollongong knows what they need to do to keep children and young people safe.

## What is a complaint?



- When someone says they are unhappy with something they saw, heard or how someone made them feel.

## What will CatholicCare Wollongong do?



- CatholicCare Wollongong will make sure that everyone at CatholicCare Wollongong knows 'The Rights of the Child'.



- CatholicCare Wollongong will check that everyone at CatholicCare Wollongong is doing the right thing.



- CatholicCare Wollongong will make sure everyone at CatholicCare Wollongong shares all the complaints they receive with the right people.



- CatholicCare Wollongong will make sure they try to fix the risks to children and young people as best as possible.



- CatholicCare Wollongong will make sure that they remember the challenges children and young people face when they check complaints they get.



- CatholicCare Wollongong will treat everyone fairly.



- CatholicCare Wollongong will make sure they talk to children and young people in a way they can understand and make decisions they think is best.



- CatholicCare Wollongong will encourage children, young people, families, and the community to share any concerns and worries they may have.



- CatholicCare Wollongong will treat all children and young people with respect.



- CatholicCare Wollongong will help children and young people make complaints if they have any worries.





- CatholicCare Wollongong will make sure everyone knows how to take their complaints further if they feel like their complaints are not being treated the way they wanted them to be.



- CatholicCare Wollongong will make sure they never believe an adult over a child or young person.



- CatholicCare Wollongong will make they don't share private complaints to those that shouldn't see them.



- CatholicCare Wollongong will make sure they try to fix complaints and worries of children and young people the best they can.



- CatholicCare Wollongong will make sure they resolve and fix complaints and worries as soon as they can.



- CatholicCare Wollongong will make sure they keep children and young people involved in the process of fixing the problem.



- CatholicCare Wollongong will make sure they don't get upset with people who make complaints.



- CatholicCare Wollongong will make sure they keep reviewing complaints and try to keep improving.

## What are the rules?



- CatholicCare Wollongong will create chances for children and young people to make complaints and express their feelings.



- CatholicCare Wollongong will listen and understand the complaints they get.



- CatholicCare Wollongong will try to give children and young people a way to contact them.



- CatholicCare Wollongong will review the complaints and check if everyone is safe and check who may be unsafe.



- CatholicCare Wollongong will check who can and can't see the complaints to make sure everyone stays safe.



- CatholicCare Wollongong will make sure they involve children and young people in creating a plan to help their worries and fix the problem.



- CatholicCare Wollongong will work towards the plan and do lots of checks to make sure everyone is doing the right thing.



- CatholicCare Wollongong will provide an outcome to the complaint and make sure it is ok with the person who made the complaint.



- CatholicCare Wollongong will make sure they write down how they fixed the complaint and keep checking it to make sure everyone feels safe and happy when at CatholicCare Wollongong.