



Child Safety Complaint Handling Process

Who can report



Anyone can report:

Child, young person, parent, carer, employee, volunteer or others in the community

What to report



Any child safety concerns including:

General concerns about the safety of children or young people at an Eisteddfod.
Any allegation of abuse, harm or neglect of a child or young person by any person.
Disclosures of abuse, harm or neglect made by a child/young person who attends an Eisteddfod.

Call 000 if a child/young person is in immediate danger

Who to report to and how



For a complaint or allegation concerning abuse, harm of a child or young person at an Eisteddfod:

Notify an Executive Committee Member, an Executive Committee Member will be on premise at all times during an Eisteddfod.

What to record



Complaint details:

- Date of Incident
- Name and contact details of the person reporting
- Name of child/young person involved
- Description of Incident/Concern
- Any other witnesses

What happens next?



The Executive Committee of each Eisteddfod will:

1. Offer support to the child, parent/carers, the person who reports and the implicated person.
2. Initiate internal processes to ensure the safety of the child and clarify the nature of the complaint.
3. Decide, in accordance with legislative requirements and duty of care, whether the matter should/must be reported to the Police or Department of Families Fairness and Housing and/or the Social Services Regulator and make a report as soon as possible if required.

Outcome



Investigation complete.

All relevant persons including parents/carers, child/young person notified of the outcome.



Policies and procedure to be reviewed and updated where necessary.