

Adults can **support** children to **tell** when they have concerns and **help** them make a complaint.

Children will **TELL** adults they trust if they have concerns.

NOTICE any signs of changes in children's behaviour or non-verbal clues.

If you have concerns **ask them how they are feeling**. DO NOT lead or prompt them, let them use their own words.

LISTEN and reassure them that speaking up is the right thing to do.

Inform the child that they have the right to feel **safe and valued** at church.

Be honest

Not all complaints have a quick fix.

Record

If a child discloses a serious incident, make notes as soon as possible to document all the information given and received accurately.

Report

Let the safe church contact person in your congregation know so they can refer the complaint to the right person.

Keep the conversations going

Trust builds children's confidence. If they have a good experience telling you, children will feel more comfortable disclosing their feelings in the future.



When a child speaks up about their concerns about any aspect of church life, including programs and adults or other children, it's a big thing to them. Take their complaints seriously.

Contact Us!

cultureofsafetycontact@victas.uca.org.au

CONTACT DETAILS FOR OUR CONGREGATION

Church name: _____

Name: _____

Phone: _____



Uniting Church in Australia
SYNOD OF VICTORIA AND TASMANIA