

Children's Complaint Process

What is a complaint?

You can complain about anything that makes you feel scared or sad. This could be something someone said or something they did. You can complain about a grown-up or another kid.

If someone hurts you, or makes you feel scared or sad, you can always tell a safe person.



Who do I tell?

You can tell a grown-up at home who can help you make a complaint. You can also tell any other grown-up who makes you feel safe. This could be the Safe Church person, your kids church leader, or another grown-up at church.



What does privacy mean?

Privacy means someone not telling other people what you have said.

It's important sometimes to not tell other people when someone tells you something they want to be a secret. But it is also very important to always tell a safe grown-up if someone tells you they are unsafe.

If you tell a grown-up you're unsafe, or someone else is, the grown-up may have to tell someone else. They may have to tell other people what you said without your permission if it is to keep you or someone else safe.



What happens next?

It is the grown-ups job to keep you and other kids safe. Depending on what you have complained about different things could happen.

The safe grown-up may speak to the person making you feel scared or sad and ask them to stop.

They may speak to other safe grown-ups to get help. If someone is being unsafe and the grown-up cannot help you they may call the Police.

