



NSWERA Governance Manual SMC Complaints - Document No. 7.1.3

Complaints

Child Protection

Any matter related to child protection should be reported in writing, or verbally, directly to the Child Protection Officer who is normally the Vice President, and the matter will be dealt with in confidence. If the Child Protection Officer is unavailable or there is a possible conflicting interest, the matter may be reported to the President.

All Other Complaints

All other complaints must be submitted as written, signed statements to the NSWERA Secretary. Should the Secretary not be available or there is a possible conflicting interest, the matter may be reported to the President. Verbal or unsigned complaints will not be accepted.

The complaint shall be held in confidence and tabled at the next SMC meeting where the decision will be made to dismiss or investigate the matter. Immediately a decision is made to proceed with an investigation any member implicated in the complaint shall be provided with a copy of the complaint and any supporting statements with a request to provide a written signed response.

In investigating a matter the SMC may make enquiries and reach a decision, or at their discretion the matter may be referred to the IDP.