

Communicate...



Any member of the public can make a complaint to the Moorabool Shire Council - by phone call, online, email, post, or in person.

Identify...



Council frontline staff will record and assess complaints, attempt to resolve it or share it with appropriate staff to action it.

Review...

If the outcome is felt to be unsatisfactory by the person who lodged the complaint, a review can be requested to be conducted internally or externally.

**Have you
felt unsafe,
unhappy or
concerned?**

Investigate...

The relevant staff will conduct further investigation if required, in a fair, objective and timely manner.

Assess...



Once the investigation is completed, the outcome will be communicated to the person who lodged the complaint.

Anyone can report...



How to report?



Ballan Office
15 Stead St, Ballan
Darley Civic and Community Hub
182 Halletts Way, Darley



(03) 5366 7100



info@moorabool.vic.gov.au



PO BOX 18,
Ballan, VIC 3342

What to report?

- disclosure of abuse or harm
- allegation, suspicion or observation
- breach of a Code of Conduct
- safety issues relating to the physical environment

What happens next?

- support is offered to the child, parents/carers and the person who reports
- undertake a fair, open and timely process to address the complaint safely
- decide whether the matter should/must be reported to the Police or Child Protection and make report as soon as possible if required
- wait for information from Child Protection and Police before investigation begins
- report to Commission for Children and Young People if allegation is decided to be reportable

Australian Government National Office for Child Safety, Complaint Handling Guide:
<https://www.childsafety.gov.au/resources/complaint-handling-guide-upholding-rights-children-and-young-people>

Moorabool Shire Council Complaints Policy, for more information visit:
<https://www.moorabool.vic.gov.au/About-Council/Council-administration/Policies-plans-and-strategies/Complaint-Handling-Policy>