Reporting Process and Complaints Handling System

Swimable will handle any complaints, grievances and allegations in a Child Safe manner consistent with its Child Safety and Cultural Safety policy.

The following chart outlines Swimable's process for reports to be made by parents/guardians, children, and staff; and the complaints handling process:

Reporting Process

Report made

- Who can make a report? Parents/ guardians, children, Swimable Staff
- •How can a report be made? email or call the office within normal office hours, face-to-face on-deck to the Manager, Assistant Managers, or pool-deck supervisors

Disciplinary process and investigation

- Support is offered to all parties involved
- •Initial internal processes that focus on clarifying the nature of the incident, commence a disciplinary process and investigation if required, and ensuring the safety and privacy of all parties involved are maintained.

Result

- •Once investigation is completed and the outcome is decided, all relevent Swimable Staff, parents, and child(ren) are notified of the outcome.
- Disciplinary action will be taken as appropriate for the situation.
- Child Safety and Cultural Safety policies will be reviewed and updated when and where necessary.

Please call 000 to report serious crimes.