BE CENTRE FOUNDATION LIMITED

Complaints Policy

We want children and families to feel safe speaking up. We take concerns seriously and treat people with respect. Raising a complaint will not disadvantage you or your child. If a safety concern affects how care can be provided, we will discuss safe options with you where we can.

Who can complain and what you can raise

Anyone can complain, including children, parents, carers, advocates and people outside Be Centre. You can raise concerns about care, staff or clinician conduct, child safety, privacy, fees, access or any other part of our work. This policy applies across our centre, outreach, preschool, group and online services.

How to make a complaint

- Tell any Be Centre staff member or call (02) 9913 7000. You can ask for the CEO, or for the Board Chair if the complaint is about the CEO.
- Use our contact form to request a private call, or write to the CEO or Board Chair at Unit 10/3 Vuko Place, Warriewood NSW 2102. Let us know how we can contact you safely.
- You can complain anonymously, speak to us, write to us, or ask someone to help you. Children can use words, a drawing or another way that suits them. You can bring a support person or ask for help with an interpreter.

What happens next

We check for urgent safety concerns and arrange for someone who was not involved to handle the complaint. We aim to acknowledge it within five working days and respond to straightforward complaints within ten working days of receiving them. If we need more time, we will tell you when to expect an update if we can contact you safely.

We will explain the outcome and any steps we can take, as far as privacy and safety allow. If you are unhappy with the response, you can ask the CEO or Board Chair for a review by someone who was not involved in the original decision.

Child protection and confidentiality

Be Centre staff must report child safety concerns when NSW law requires it. You can still complain about the care you received or how we handled a concern. Child-protection and privacy laws may limit what we can share, including information that could identify a person who made a report.

Other ways to raise a concern

You can contact an external agency at any time, including before speaking with Be Centre.

For concerns about health care or a clinician, contact the NSW Health Care Complaints Commission • 1800 043 159

For concerns about how DCJ handled a child-protection matter, contact the NSW Department of Communities and Justice • 1800 000 164

If someone is in immediate danger, call 000. To report a child at risk in NSW, call the Child Protection Helpline on 132 111