

# What happens when you raise a complaint or concern at the Y Brisbane

After you have told us about your concern:

- 1** We take your disclosures seriously. We will follow up with you and may ask you for further information about the concern or complaint.
- 2** We may need to report this to other external bodies, e.g. such as Police, Child Safety, ECEC Gymnastics Australia and other regulatory bodies.
- 3** We actively listen to what you tell us and take appropriate actions. We will report this information to our Safeguarding Team.
- 4** We are unable to tell you the details of the investigation due to confidentiality. We will share with you the steps we have taken to address and help resolve the concern or complaint.