

How to Raise a Concern

Gardiner Chess - We Listen and We Care

At Gardiner Chess, we believe that speaking up keeps everyone safe. If something doesn't feel right, or if you have a concern or complaint, we want to know about it.

This guide is for:

- Children who attend our chess classes
- Parents and families
- Anyone who cares about a child in our programs

When to Speak Up

You can raise a concern or complaint about anything that affects a child's safety, wellbeing, or experience with Gardiner Chess.

Examples might include:

- Something that made you or your child feel unsafe
- Behavior by a coach or another person that seems wrong
- A child being treated unfairly or unkindly
- Bullying or mean behavior
- Something inappropriate said or done
- A safety issue in the classroom or venue
- Concerns about how your child is being taught or treated
- Questions about how we run our programs

- Any situation where a child might be at risk

Important: If a child is in immediate danger, call **000** (Police) or Child Safety Services (**1800 811 810**) right away.

How to Contact Us

Choose what feels right for you

- **Talk to your coach** - at class pickup/drop-off
- **Call the office:** (07) 5522 7221
- **Email:** info@gardinerchess.com.au
- **Online complaint form (can be done anonymously):**
gardinerchess.fillout.com/complaints

Management:

- Justine Jule (Office Manager): jjule@gardinerchess.com.au
- Andrew Fitzpatrick (Operations Manager):
aftzpatrick@gardinerchess.com.au
- Ben Skinner (Executive Team): bskinner@gardinerchess.com.au

For Kids: You can talk to your coach, tell your parent or guardian, or ask any trusted adult to help you contact Gardiner Chess.

What Happens Next?

1

We Listen

Someone from the Gardiner Chess Executive (listed above under management) will listen to your concern carefully. We take every

concern seriously, no matter how big or small. You won't be in trouble for speaking up.

2

We Respond Quickly

You'll hear back from us within **48 hours** (2 business days). We'll let you know we've received your concern and what we're going to do.

3

We Investigate

We look into what happened. We talk to the people involved (while protecting privacy). We gather information to understand the situation. Most investigations are completed within **10 working days**.

4

We Keep You Updated

We won't leave you wondering what's happening. You'll get regular updates on progress and we'll let you know the outcome.

5

We Take Action

We address the problem, make changes if needed, and tell you what we've done (as much as we're allowed to share).

Your Rights

Be taken seriously

Be treated with respect

Have your concern investigated

Get regular updates

Have your privacy protected

Not be punished for speaking up

We Promise:

- We will listen
- We will act quickly
- We will be fair
- We will keep you informed
- We will protect privacy (while doing what's needed to keep children safe)
- We won't retaliate against anyone who raises concerns in good faith

If a Child Tells You About Abuse

This is very serious and we must act immediately.

1. **Listen** - Let the child speak, don't ask lots of questions
2. **Reassure** - Tell them they did the right thing by telling you
3. **Write down** - Note what the child said as accurately as you can
4. **Contact us immediately** - Call Gardiner Chess on (07) 5522 7221

We will then:

- Ensure the child is safe
- Report to Queensland Child Safety Services (1800 811 810) or Police as legally required
- Cooperate with authorities
- Support the child and family

Support for Aboriginal & Torres Strait Islander Families

We are committed to cultural safety for Aboriginal and Torres Strait Islander children and families.

If you are from an Aboriginal or Torres Strait Islander background:

- We can arrange support from a trusted community member if you'd like
- We respect cultural protocols and ways of communicating
- We can connect you with First Nations support services
- Please let us know how we can make this process culturally safe for you

For Kids: How to Speak Up

You have the right to feel safe. Always.

If something doesn't feel right, you can:

- **Tell a trusted adult:** Your parent or guardian, your coach, a teacher at school, any adult you trust
- **Call for help:** Kids Helpline: **1800 55 1800** (you can talk to them anytime, for free)

Remember:

- You're not in trouble for speaking up
- Telling someone is the brave thing to do
- Adults should listen to you and help you
- Your feelings matter

What if someone asks you to keep a secret about something that made you uncomfortable?

Some secrets are okay (like surprise birthday parties), but if someone asks you to keep a secret about something that made you feel bad, scared, or uncomfortable – tell a trusted adult. Safety secrets should always be told.

External Support Services

Queensland Family & Child Commission	1300 272 890
Child Safety Services (24/7)	1800 811 810
Kids Helpline	1800 55 1800
Police Emergency	000
Police Link (non-emergency)	131 444

What If I'm Not Happy with the Response?

If you're not satisfied with how we handled your concern, you can:

1. **Ask for a review** - Contact management to request a review of the decision
2. **Escalate to external bodies:**
 - Queensland Family & Child Commission: 1300 272 890
 - Office of the Children's Guardian (if applicable)
 - Queensland Ombudsman
 - Police (if it's a criminal matter)

Confidentiality and Privacy

We respect your privacy. Information about your concern will only be shared with:

- People who need to know to investigate and respond
- Authorities (if required by law to protect a child)
- People directly involved in resolving the issue

We keep records of concerns and complaints securely and confidentially.

Our Promise to You

Gardiner Chess is committed to:

- Listening when you speak up
- Taking every concern seriously
- Acting quickly to keep children safe
- Being fair and respectful
- Continuously improving based on your feedback
- Creating a culture where everyone feels safe to raise concerns

Child safety is everyone's responsibility. Thank you for helping us keep all children safe.

Gardiner Chess

(07) 5522 7221 | complaints@gardinerchess.com.au | www.gardinerchess.com.au

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