



How to Make a Complaint – Your Voice Matters!

ESA Country Ministries is committed to providing camps and programs that are safe, enjoyable and teach the good news about Jesus. We understand that concerns or issues may arise and we want to assure you that your voice matters to us.

If you would like to make a complaint or provide feedback, please do so by:

- **Completing a Complaints Form (see below):** please email this to complaints@esa.org.au. This email is monitored by ESA's Complaints Committee. You will receive confirmation of your submission within 5 business days.

Your trust and feedback are invaluable to us. We are committed to continuously improving the quality and accessibility of our programs and maintaining the highest standards of safety. By raising concerns, you are supporting us to create better camps and programs for everyone.

Please note: if you have concerns about the safety or wellbeing of a child, please phone Child Protection Intake (<https://services.dffh.vic.gov.au/child-protection-contacts>). If you have concerns about the immediate safety of any person, please contact the police on 000 and the campsite your child is at.

If you would like to know more about our Complaints Policy or would like to discuss an existing complaint, please email us at complaints@esa.org.au

Appendix 1: Complaints Form

Please complete this form email it to complaints@esa.org.au.

NAME OF THE PERSON(S) MAKING THE COMPLAINT:	
PHONE:	
EMAIL:	
NAME AND CONTACT OF ADVOCATE: (if relevant)	
NAME OF THE PERSON OR PROGRAM THE COMPLAINT IS ABOUT:	

DESCRIPTION OF ISSUES <i>(including dates, witnesses, other affected persons, and attached evidence if relevant)</i>

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RESOLUTION <i>(what would you like to see happen as a result of this process? (please note this is not guaranteed but will assist us in resolving this process)</i>
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DATE:		SIGNATURE:	
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