

TRAUMA-INFORMED PRINCIPLES

PROMOTING EFFECTIVE COMPLAINTS MANAGEMENT

SAFETY
Interpersonal and environmental settings promote a sense of physical, emotional and cultural safety

TRUST
All operations and decisions are conducted with transparency

CHOICE/VOICE
Individuals have choice over when they speak

RESPECT FOR DIVERSITY

Guard against bias and recognise the risk of pre-existing/complex trauma is higher for some individuals and groups

EMPOWERMENT

Centre the experience on the parties involved and seek their input throughout to process on matters that relate to themselves to inform the way the process takes place

PEER SUPPORT

Regular and consistent emotional support and guidance

COLLABORATION

Promote the reduction of power imbalances by ensuring individuals are part of the decision-making processes that affect them

