

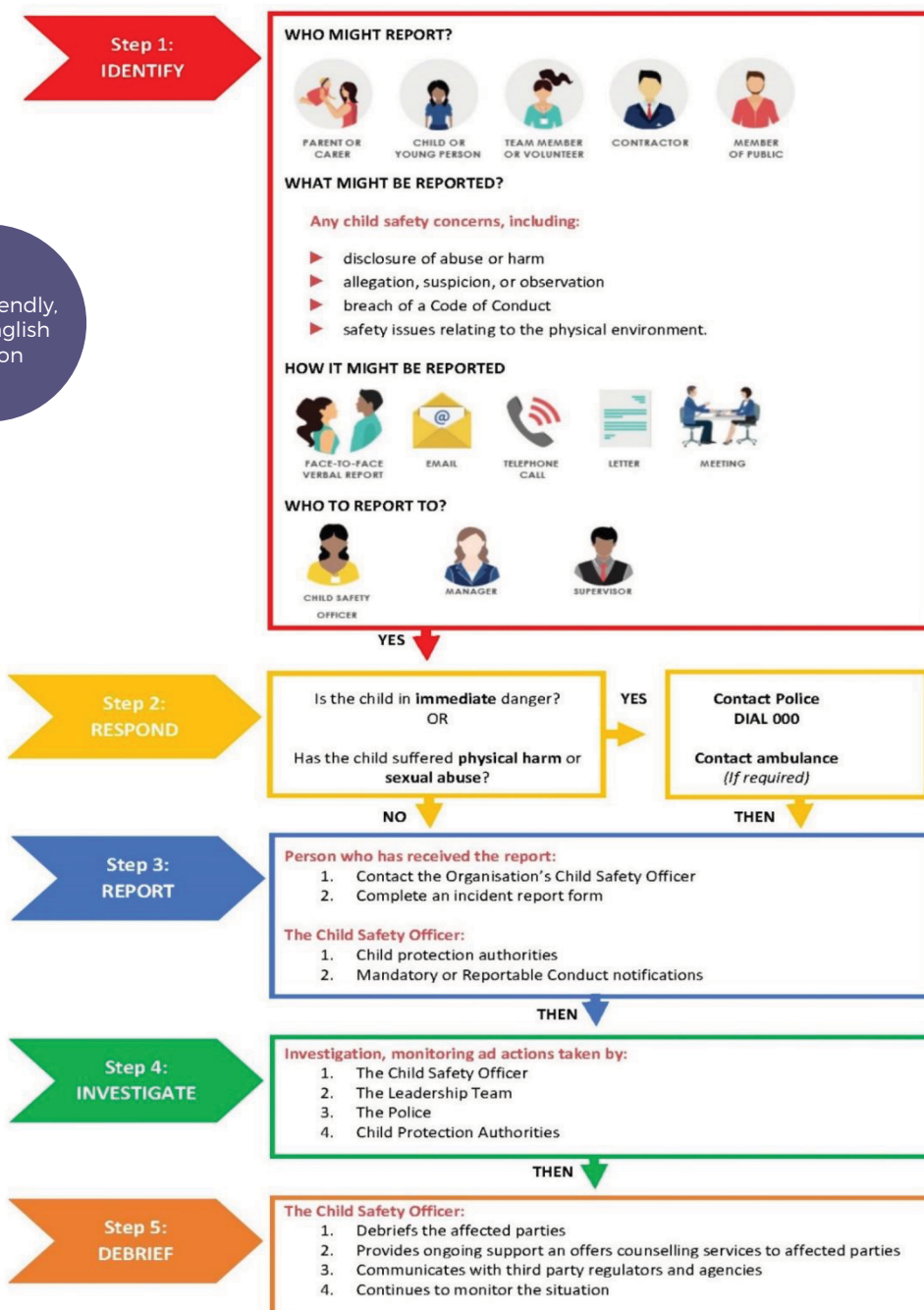
Children's guide to complaint handling

1 About this guide

This is a simple guide for children and young people. It explains how children can report concerns about their safety to us. It shows our complaint handling process as well as answers to common questions from children and young people about the complaints process. Children can ask for help to read this guide from friend, family member or one of our team members.

2 Complaints handling flow chart

Child friendly, easy English version



① Common questions from children about the complaint process



What can I complain about?

If there is anything that makes you feel unsafe, unhappy or worried about something, you can tell us! We will listen and try to help.

It could be about:

- ▶ a service you're getting or something you missed out on
- ▶ how you've been treated by someone, e.g. a worker or another child or young person
- ▶ something that's changed that has made you feel unhappy or unsafe
- ▶ something to do with our environment or facilities
- ▶ us not doing anything about something that happened to you or you being unhappy with what we did to try to fix it.



Will I be in trouble for speaking up?

No. Your safety and how you feel is important to us. By speaking up, you are helping us to do a better job and take better care of you and other children and young people.



What will the Organisation do with information I tell them?

If you tell us that you have been treated badly or you are feeling unsafe or worried about something, we will listen, write down what you tell us, and try to fix it. After we talk to you, we may need to find out more about what happened. We will tell you how long this will take and what will happen next.



Who can I speak to if I feel unsafe or concerned about something?

You can talk to anybody who works here that you feel comfortable with. We also have a Child Safety Contact Person who you can text or talk to in person, over the phone or online. It's their job to listen to you and help you make a complaint if you want to.



Will you keep what I have told you a secret?

We will keep information about you private. Private means we will keep your details safe. Sometimes we may need to share certain information with another organisations, such as the police, to protect you and other children and young people.



Can somebody help me make a complaint?

Yes. If you would like a parent, carer, friend or someone you trust to help you make a complaint you can bring them with you when you complain. You can also use an interpreter if you need to or if your parent or friend needs one. If you don't want to talk to us about something that has happened, you can ask the person you trust to tell us and you can speak with us when you want to.



③ Common questions from children about the complaint process



How will I know you're dealing with my complaint?

We will ask if you would like us to give you updates about what is happening as we look into what you have told us and get further information.

You can tell us how you would like us to let you know how things are going with your complaint, e.g. in person, over the phone, by email or text message.

If you are worried about anything, we will try to fix it and get back to you quickly. We will let you know when we have finished looking into your complaint and explain what we're going to do. We will make sure that we involve the person you want to be with you when we give you information (e.g. parent or friend).



What if I don't want to be involved in the investigation?

We will only contact you if you want us to. If you don't want updates that's okay. If you would like us to give information to a family member, carer or support person instead, that's also okay. If you change your mind and later want to speak with us, you can contact our complaint contact person or anybody else you trust in the organisation.



What if I'm still not happy?

If you are not happy with how we handled your complaint or the result, we can help you to contact another organisation to look at it [you should explain other external complaint handling and review bodies like the relevant Ombudsman or Children's Commission]. They will decide whether we have made the right decision.

