Speak up and make a complaint

You have rights!

It's always ok to speak up if you're being hurt or if you're unhappy with the way you're being treated.



Speaking up is important. It can make a difference.



What is a complaint?

A complaint can be about anything – an organisation's service, the way staff or another child or young person behaves, or the way a problem was handled.

Speak up...

- If you don't feel safe.
- If you're being hurt.
- If you're unhappy with the way you're being treated.

It takes courage to make a complaint. It doesn't have to be a negative experience.



How to make a complaint...

Find C support

Ask someone you trust.

Like a parent, friend, carer, teacher or coach. You can make a complaint on your own or they can support you to do it. You can also get someone who speaks your language to help you.

Your support person can help you find out how to make a complaint.

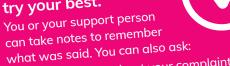
Talk to someone you trust in the organisation or place where the problem is or check their website to find out their way of handling complaints.

Different ways you can make a complaint:

- face-to-face
- by phone
- in writing
- online.

Make your complaint You might feel nervous,

worried or upset, just try your best.



- Who will be told about your complaint?
- What will happen next?
- Who will follow up and get back to you?
- How long will it take?
- What can you do if the problem is not fixed and you're still not happy?'
- How will they make sure you're not treated differently because you made a complaint?

your support person

Try to be clear about your problem.

- Why are you unhappy?

Adults should always listen, answer your questions and treat you with respect.

Other organisations you can go to:

Online and phone counselling for children and young people

Kids Helpline – 1800 55 1800 or counsellor@kidshelpline.com.au

Mental health support for children and young people

headspace and eheadspace - headspace.org.au

Complaints about a government organisation

Search online for the Ombudsman's office in your State or Territory

Information about children's rights

Australian Human Rights Commission – childsafe.humanrights.gov.au

Advice for parents

Parentline or equivalent in your State or Territory – parentline.com.au

Help for non-English speaking people

Translating and Interpreting Service (TIS) National – tisnational.gov.au

Contact details:

childsafety.pmc.gov.au/children-speak

