



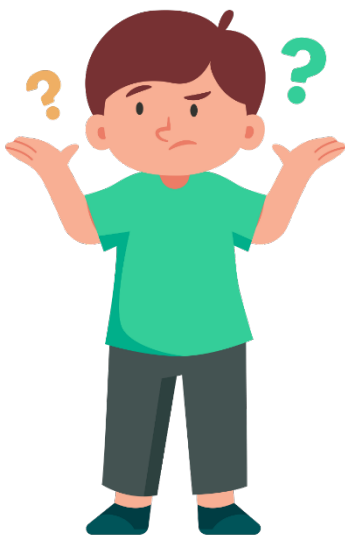
Complaints Policy



You can speak up if you are unhappy, worried or something does not feel right when you are with us

You have the right to

- Feel safe and respected
- Be listened to
- Speak up without getting into trouble
- Get help when you need it



What is a complaint ?

A complaint is when you tell someone that

- You are unhappy about something
- Something feels unfair or wrong
- Someone has treated you badly
- Someone has hurt you
- You don't feel safe or comfortable

How do you make a complaint ?

You can

- Talk to a staff member you trust
- Ask another trusted adult to help you
- Write it down and send us a message



**What if my
complaint is about
my staff person?**

If someone from Social Care Solutions makes you feel unsafe or uncomfortable or has hurt you then know it is not your fault and you are not trouble.

You can

- Tell another person at Social Care Solutions or
- Your child safety officer or
- The police
- Kids Helpline 1800 55 1800 or Lifeline 13 11 14



**What happens
after I make a
complaint?**

When you tell us something we will

- Listen carefully
- Explain what will happen next
- Try to fix the problem
- Help to keep you and other children safe

Sometimes we may need to tell other people whose job it is to keep children safe.

We will keep your information private and will only tell people if we need to keep you safe.

