

How to make a complaint

Information for children, young people and families

If you are not happy with a service that a child or young person aged 25 years or under received from us at Relationships Australia Victoria, you have the right to make a complaint. This page explains how to make a complaint and what steps we will take in response.

When would you make a complaint?

You might make a complaint if:

- you didn't feel supported or respected when you accessed a service
- someone at our organisation behaved in a way that made you, or someone you know, feel unsafe
- you, or someone you know, experienced abuse or harm while accessing one of our services
- while you were at our service, another child, young person or other client behaved in a way that made you feel uncomfortable or unsafe
- you are not happy with how we handled a previous issue or concern
- you have other concerns about the safety of children and young people at our organisation.

How can you make a complaint?

We encourage you to talk about your complaint with the person who provided your service as soon as you can. If you don't feel comfortable talking to them, you can:

1. Talk to our Client Complaints and Feedback Officer.
2. Talk to the Manager or General Manager of our service.
3. Talk to our Chief Executive Officer (CEO).
4. Contact the Commission for Children and Young People through their website ccyp.vic.gov.au.

What happens next?

If you have made a complaint:

- We'll offer support to you, the child/young person, their parents/carers, or other person who made the complaint, and any staff member/s the complaint is about.
- We'll start a review process, and fill out and submit an Incident Report Form within 48 hours of the complaint being made.
- We'll use our Child Safety and Wellbeing Policy to decide whether the complaint needs to be reported to external authorities, such as Victoria Police, Child Protection services, or a government department that gives us funding to run our services. If it does, we will make this report as soon as possible.

What could the result of the complaint be?

After we finish our internal review and make a decision, we may do one or more of these things:

- let all the relevant staff members, parents/carers, and children/young people know what the result of our review was
- take disciplinary action with our staff
- make a report to an external authority
- review and update a policy and/or procedure to improve safety and our services.

If you're not happy with how we have handled your complaint, you can contact the Commission for Children and Young People. Visit their website ccyp.vic.gov.au or phone 1300 78 29 78.