

Complaints Management Policy

Purpose

This policy outlines the Commissioner's approach to handling complaints received about the Commissioner, CCYP staff or others engaged to support the Commissioner in the performance of functions under the *Commissioner for Children and Young People Act 2016*.

If a complaint is received that cannot be handled under this policy, we will, where appropriate, refer the complaint to the relevant body or provide information on where and how to direct the complaint.

Who this policy applies to

This policy applies to the Commissioner, their staff (CCYP staff), contractors, volunteers and any other authorised persons engaged by the Commissioner.

Policy statement

The Office of the Commissioner for Children and Young People aims to be professional, responsive and respectful in all our work and communications.

Stakeholders, including children and young people and other members of the public, are encouraged to provide feedback or make a complaint if they are dissatisfied with the quality of an action taken, decision made, or service provided, or where there is a lack of action by the Commissioner or those who work on the Commissioner's behalf, including the Commissioner's staff (CCYP staff). As state service employees, CCYP staff must comply with the State Service Code of Conduct.

We are committed to learning from any complaints received and to continually improving the way we work to promote and protect the rights and wellbeing of children and young people.

The Commissioner and CCYP staff interact with children and young people in the performance of the Commissioner's functions. This includes interacting with children and young people in person, as well as by telephone, in writing, and via online platforms (e.g. video conferencing, email, message boards, and social media). Our policies reflect our commitment to child safety within those contexts.

Key principles for complaint handling

Important note: Any complaint which raises a child safety concern must be reported and dealt with in accordance with the CCYP Reporting and Responding to Child Safety Concerns, Disclosures and Incidents Procedure.



Commitment

We are committed to resolving complaints and having a culture that recognises an individual's right to complain. We value complaints and recognise them as an important way for us to improve the way we work to promote the rights and wellbeing of children and young people in Tasmania.

Accessibility and responsiveness

People (including children and young people) with a range of needs can easily make a complaint and CCYP staff will actively assist them to navigate the complaints process. We are committed to acknowledging and responding to complaints within a reasonable timeframe. We will keep the complainant up to date with the progress of their matter. We commit to resolving complaints in an efficient and effective way.

Transparency

We make it clear how to complain and how the complaint will be handled. We ensure that the steps taken to respond to a complaint are documented and provide a clear record that can be readily scrutinised by relevant oversight bodies.

Objectivity and fairness

All complaints are taken seriously, dealt with courteously, and assessed impartially, based on their merit.

Privacy

Complaint information is handled according to privacy laws and other relevant legislation. We provide clear information about how we handle personal information.

Accountability

We are accountable internally and externally for our decision making and complaint handling performance. We provide explanations and reasons for decisions.

Continuous improvement

Acting on, learning from and using complaints data helps us to identify any problems and improve the Commissioner's work.

Legislation

- *Commissioner for Children and Young People Act 2016* (Tas)
- *Anti-discrimination Act 1998* (Tas)
- *Child and Youth Safe Organisations Act 2023* (Tas)
- *Disability Rights, Inclusion and Safeguarding Act 2024* (Tas)
- *Integrity Commission Act 2009* (Tas)
- *Ombudsman Act 1978* (Tas)
- *Personal Information Protection Act 2004* (Tas)
- *Registration to Work with Vulnerable People Act 2013* (Tas)
- *State Service Act 2000* (Tas)



Related policies and procedures

CCYP

- Child Safe Policy
- Complaints Management Guide
- Consent Policy
- Engagement Policy
- Engagement Procedure
- Images and Other Recordings of Children and Young People Policy
- Reporting and Responding to Child Safety Concerns, Disclosures and Incidents Procedure
- Transporting Children and Young People Policy

DECYP (some links may not be accessible outside DECYP's systems)

- [Conduct and Behaviour Policy](#)
- [Schedule 1: General Conduct and Behaviour Standards for all Workers](#)
- [Schedule 1.4: Conduct Standards for Workers in all Other Settings](#)

Supporting information and tools

- [Office of the Anti-Discrimination Commissioner - Complaints](#)
- [Ombudsman Tasmania – Smart Complaining](#)
- [National Office for Child Safety – Complaint Handling Guide: Upholding the rights of children and young people | National Office for Child Safety](#)
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Useful referrals – for making complaints or raising concerns about other agencies or organisations

- Child Advocate for all children and young people in foster, kinship and residential care in Tasmania.
 - Phone: 1800 549 725 or 0419 970 181
 - Email: child.advocate@communities.tas.gov.au
 - Website: [Child Advocate - The Department for Education, Children and Young People Tasmania \(decyp.tas.gov.au\)](#)
- e-Safety Commissioner – [Complaints about online abuse](#)
- Equal Opportunity Tasmania – [Complaints about discrimination](#)
- Integrity Commission Tasmania – [Complaints about public sector misconduct](#)
- NDIS Quality and Safeguarding Commission – [How to make a complaint about a provider](#)
- Ombudsman Tasmania – [Complaints about public authorities](#)



- Tasmania Police:Abacus – [Police Conduct & Complaint Management](#)
- Health Complaints Commissioner Tasmania – [Complaints about Health Service Providers in Tasmania](#)
- [Office of the Independent Regulator](#) – [Report a concern | Office of the Independent Regulator \(oir.tas.gov.au\)](#)
- Disability Commissioner – [Make a report | Disability Commissioner Tasmania](#)

Definitions

Complaint

For the purposes of this policy, a complaint is an expression of dissatisfaction with the quality of an action taken, decision made, or service provided by the Commissioner, CCYP staff or others engaged to support the Commissioner in the performance of functions under the *Commissioner for Children and Young People Act 2016*.

Authorisation

Authorised by: Ros Cornish, Interim Commissioner for Children and Young People

Last significant review: July 2026

Review due: June 2027