

# Complaints Management Protocol



## Do you Have a Complaint?

The Commissioner for Children and Young People and the team that supports her always aim to be professional, quick to respond and respectful of everyone.

Do you think we have we got something wrong? We encourage feedback, including from children and young people, if people are not happy with our actions, decisions, or services.

## Ways to Make a Complaint



Visit our office at **1/119 Macquarie Street, Hobart**, and speak directly to any of our team.



Call us on **(03) 6166 1366** or toll-free at **1300 362 065**.



Email [childcomm@childcomm.tas.gov.au](mailto:childcomm@childcomm.tas.gov.au) or post a letter to **the Commissioner for Children and Young People, 1/119 Macquarie Street, HOBART TAS 7000**.

## What to Include in Your Complaint

Please describe the issue in your own words. You might also consider including the following:

- Supporting documents or photos, if there are any
- What you hope will happen as a result of your complaint
- Your contact information, so that we can keep you informed and involved
- If there was a specific incident: who was involved, when did it occur, can anyone else provide information about what happened?

## What You Can Expect

We take every complaint seriously and want to resolve issues promptly and confidentially.

Here's what happens when we receive a complaint:

- We'll make contact within 3 weekdays to discuss things
- Your complaint will remain confidential
- We'll explain the process and timeline in an easy-to-understand way
- If someone else is better able to help with your complaint, we will help guide you
- We will assist you throughout your complaint and will make sure it is addressed fairly and efficiently

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## Additional Support

- **Children and Young People:** You may ask an adult to assist you with your complaint, or you can have an adult accompany you to our office.
- **Non-English Speakers:** Contact the Translating and Interpreting Services at 131 450.
- **Deaf or Speech/Hearing-Impaired Individuals:** Reach us via the National Relay Service:
  - TTY: Dial 133 677, then ask for 6213 2297
  - Speak and Listen: Dial 1300 555 727, then ask for 6213 2297
  - Internet Relay: Connect to the NRS and request 6213 2297

## Do you Have Safety or Wellbeing Concerns about a Child or Young Person

You can contact the Strong Families Safe Kids Referral Line. Find out more at [Strong Families Safe Kids - Call 1800 000 123](#).