Who should I complain to?
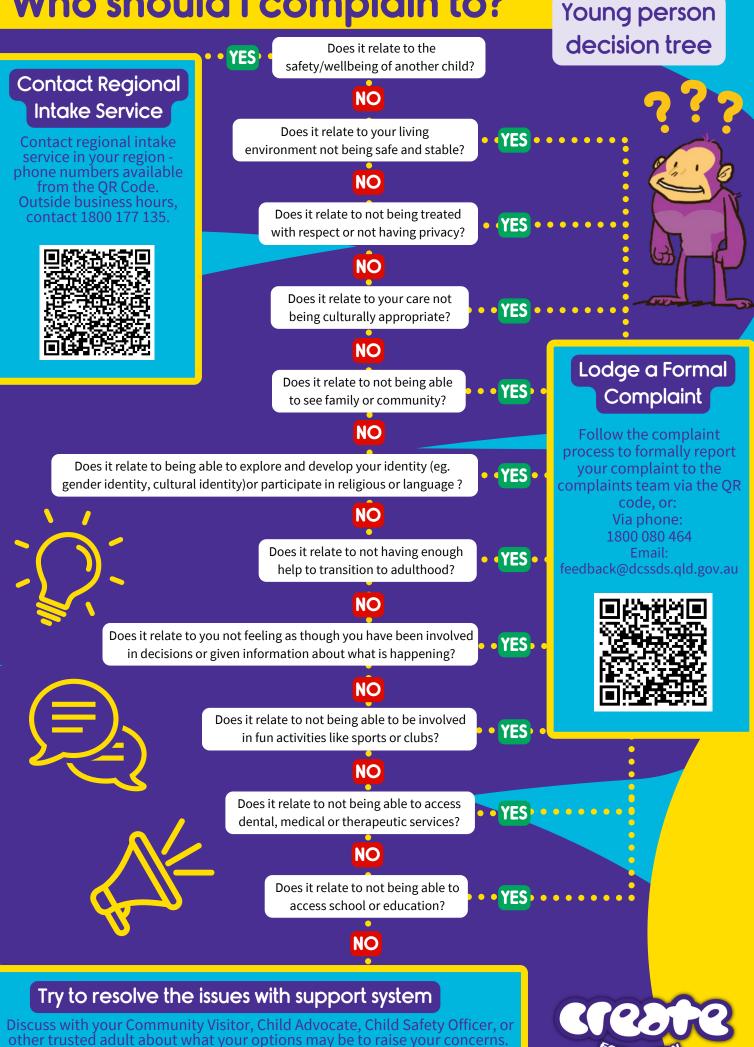
Young person decision tree

Contact Regional Intake Service

Contact regional intake service in your region - phone numbers available from the QR Code. Outside business hours, contact 1800 177 135.

Does it relate to the safety/wellbeing of another child? — YES → Contact Regional Intake Service / NO ↓

Does it relate to your living environment not being safe and stable? — YES → Lodge a Formal Complaint / NO ↓

Does it relate to not being treated with respect or not having privacy? — YES → Lodge a Formal Complaint / NO ↓

Does it relate to your care not being culturally appropriate? — YES → Lodge a Formal Complaint / NO ↓

Does it relate to not being able to see family or community? — YES → Lodge a Formal Complaint / NO ↓

Does it relate to being able to explore and develop your identity (eg. gender identity, cultural identity)or participate in religious or language ? — YES → Lodge a Formal Complaint / NO ↓

Does it relate to not having enough help to transition to adulthood? — YES → Lodge a Formal Complaint / NO ↓

Does it relate to you not feeling as though you have been involved in decisions or given information about what is happening? — YES → Lodge a Formal Complaint / NO ↓

Does it relate to not being able to be involved in fun activities like sports or clubs? — YES → Lodge a Formal Complaint / NO ↓

Does it relate to not being able to access dental, medical or therapeutic services? — YES → Lodge a Formal Complaint / NO ↓

Does it relate to not being able to access school or education? — YES → Lodge a Formal Complaint / NO ↓

Lodge a Formal Complaint

Follow the complaint process to formally report your complaint to the complaints team via the QR code, or:
Via phone:
1800 080 464
Email:
feedback@dcssds.qld.gov.au

Try to resolve the issues with support system

Discuss with your Community Visitor, Child Advocate, Child Safety Officer, or other trusted adult about what your options may be to raise your concerns.

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