

Young Person Friendly Complaints Process



Young person wants to lodge a complaint

This involves the young person knowing what they can lodge a complaint about and feel safe to lodge a complaint as per the points in “Supporting young people to make complaints”

Complaint is lodged with allocated formal complaints team

- Young people can lodge complaints via the established pathways; online, via phone, via email or via letter. Complaints should also be able to be lodged via a paper form.
- The complaints form should request how young people would like to receive a response (eg. phone, text, email).
- Support system can assist in lodging complaints on behalf of young person.
- Young people should receive confirmation that a complaint has been received - even if they are not the ones to have lodged it.
- Initial acknowledgement of receipt of complaint should be sent to young person within 72hours.

Triage of risk to occur in relation to the complaint

- Each complaint should be triaged for a timeliness of response related to whether it relates to issues of safety
- For example: a complaint that relates to physical intervention by a staff member in a residential care home should be managed quicker than a complaint about daily activities in a residential home.
- Young people recommend that response time for complaints related to physical harm/physical intervention/risk of physical harm, lack of health support or another decision where an external timeframe is involved, a response time should only be 1 day maximum.
- Young people recommend another category of response being ‘other’ complaints and these could have a 3 day response.

Decision is made about action in response to the complaint

- Independent party separate to child safety and residential care provider evaluate the complaint and determine how to resolve in line with child rights
- Young people should be involved in the planning to address concerns.

Formal response provided to young person regarding the complaint

- A written response either via email or letter should be provided to young people in relation to their complaint.
- A follow up with the young people to help them understand the outcome of the complaint should be completed by a support person or child safety.
- Independent Person for First Nations Australians is essential.
- If a young person consents (age 12 and up) to their care team knowing, this complaint should be discussed in care team meeting also.

Appeal processes to be made clear

- Young people should also have information available to them about an appeal process if they are unsatisfied with the outcome of the complaint.
- Appeals processes could include re-lodgement of the complaint or review of the actions/outcome.
- First Nations support agencies, including independent person should be highlighted in the appeal process.

Care team discusses the complaint

- All stakeholders should meet and discuss the complaint or have a regularly scheduled meeting where complaints can be discussed.
- Young people should be involved (if age and developmentally appropriate) or be able to nominate someone to be involved on their behalf.
- First Nations young people should have an Independent Person in this meeting.

