

# Young Person Complaints Process

## Supporting young people to make complaints

### Know what constitutes a complaint



- **Community visitors** could be involved in education about rights and complaints
- **Peer navigators** to support learning, make sure they are matched well with the person
- **Community service organisation** to provide information and support complaints process

### Increase accessibility of complaint and rights information



- Videos of young people or staff sharing information about rights in bite-size (small form content)
- Information about child advocate ( OPG) to be available early - make this compulsory.
- When young people enters care, they should receive a letter that has a paper version of complaint forms for their use.

### Safety in complaint making



- Culture change to make complaint making safer - treated differently for lodging a complaint. Needs de-stigmatisation
- Destigmatisation occurs from transparency and not hiding the process.
- Encouraging/being open to feedback earlier.

## Overarching considerations

### Ability to track status/outcome of complaints



- A useful consideration would be for young people to be able to track or understand status of their complaint
- Suggestions included an application or website that could have a user portal to allow young people to see the status of their complaint
- Alternatively, a clear timeframe procedure with accompanying escalation protocol that was written in young-person-friendly language could be used.

### Peer-mentor role to support education and execution of a complaints process



- A peer navigator/mentor support model could have a role i education regarding rights and complaints processes
- This role should be appropriately matched to each young person (especially considering safety and trauma-triggers) and young people should have a choice of who their mentor/peer navigator is.

### A young person-led oversight group to advise and monitor complaints



- There should be a young-person centred **advisory board** that sits within the complaints team to support complaints lodged by young people.
- This could be a review of every complaint or a review at times in the year of the responses to complaints quarterly or bi-monthly.
- Young people's feedback in this group would be aimed to ensure that young people's rights and voices are heard in the complaints process.