**COMPLAINTS MANAGEMENT**

**POLICY**

**FOR**

CHILDREN AND YOUNG PEOPLE

June 2024 Table of contents

[1 Purpose 3](#_Toc161828416)

[2 Important things to know 3](#_Toc161828417)

[3 What can I complain about? 4](#_Toc161828418)

[4 Are there things I can not complain about? 4](#_Toc161828419)

[5 How do I make a complaint? 5](#_Toc161828420)

[6 How Communities will try to resolve or fix your complaint 6](#_Toc161828421)

[7 Document control 7](#_Toc161828427)

[8 Amendments 7](#_Toc161828428)

## Purpose

The purpose of this policy is to explain how the Department of Communities (Communities) manages complaints and makes it easy for children and young people to make a complaint.

Communities wants to hear from children and young people. Making a complaint is a way to tell us that something is not good enough and needs to be fixed.

You have the right to make a complaint, to be respected, and to be listened to.

## Important things to know

|  |  |
| --- | --- |
| 1 | You will not get in trouble for making a complaint. |
| **2** | Any child or young person can make a complaint about Communities. |
| **3** | You can have a support person or advocate to help you make a complaint or to make a complaint for you |
| **4** | Communities staff will work with you to try and fix or resolve your complaint. |
| **6** | Communities staff will try and make the complaint process as simple as possible. |
| **7** | Communities staff will be fair to everyone involved in the complaints process. |
| **8** | If you are complaining about another person, Communities may ask them to tell their side of the story. |
| **9** | We try and keep your complaint private and confidential but sometimes we need to discuss it with someone else to try and fix or resolve it. |
| **10** | Keeping children and young people safe is the most important job. If you tell us something that makes us concerned that you or another child or young person is not safe, we will need to share that information with other people. |

## What can I complain about?

You can complain about anything that you are unhappy about including:

## Are there things I can not complain about?

There are some things the complaints process can’t help you fix or resolve.

Communities staff can put you in contact with other people and services who may be able to help you with these issues.

Some things the complaints process can’t help you with are:

* Decisions made by Courts or matters currently before the Court.
* Care Plan decisions and recommendations of the Care Plan Review Panel.

## How do I make a complaint?

Communities Complaints Management Unit (CMU) receives and manages complaints. You can make a complaint in lots of ways:

### ****If you feel unsafe or have been harmed tell an adult that you trust or call the Central Intake Team on 1800 273 889.****

### ****If you need help urgently call the Police on 000 or Crisis Care on 1800 199 008.****

**Advocate for children in care**

If you are in care (on a Protection Order) or you have left care and are under 25 years old, you can ask for help from Communities’ Advocate for Children in Care. The Advocate can give you advice and support if you want to make a complaint.

The Advocate can be contacted by:

* Free call: 1800 460 696
* Mobile: 0429 086 508
* Email: advocate@communities.wa.gov.au

## How Communities will try to resolve or fix your complaint

* Once you have made a complaint a worker from CMU will contact you within two days to discuss your complaint and hear what you would like to happen to try and fix your complaint.
* Sometimes CMU will try to fix the problem quickly by contacting the District Office. This is called Early Resolution.
* If your problem can’t be fixed quickly your complaint will be allocated to a worker at CMU who will talk to you and investigate your complaint straight away.
* CMU will send you a letter that explains what we have found and the things that can help fix your problem.
* If your complaint is not fixed CMU will also help you contact the Ombudsman Office and ask them to try and fix your complaint.

## Document control

| Publication date | June 2024 |
| --- | --- |
| Review date | June 2026 |
| Owner | Executive Director – Professional Standards |
| Custodian | Director Complaints and Misconduct Assessment |

## Amendments

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Date** | **Author** | **Description** |
| 1  | Month/year | [position title – not name] |  |
| 2 | Month/year | [position title – not name] |  |
| 3 | Month/year | [position title – not name] |  |