

# Complaints process

ac.care

opportunities for life ... for country people  
est. 1986



## What can I complain about?

If there is anything that makes you feel **unsafe, unhappy or worried about something**, you can tell us! We will listen and try to help.

It could be about:

- A service you are getting or something you missed out on.
- How you have been treated by someone such as a worker or another child or young person.
- Something that has changed that has made you feel unhappy or unsafe.
- Something to do with our environment or facilities.
- ac.care not doing anything about something that happened to you, or you being unhappy with what we did to try to resolve it.



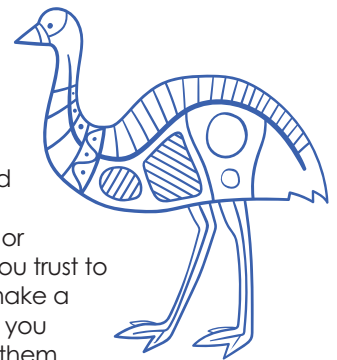
## Can I make a complaint without telling you who I am?

Yes. If you want to make a complaint without telling us who you are, that is okay, but it will mean it will be harder for us to work out what happened and we will not be able to contact you to tell you what happened.

## Can someone help me make a complaint?

Yes. If you would like a parent, carer, friend or someone you trust to help you make a complaint you can bring them with you when you complain. You can also bring an interpreter if you need to or if your parent or friend needs one.

If you do not want to talk to us about something that has happened, you can ask the person you trust to tell us and you can speak with us when you want to.



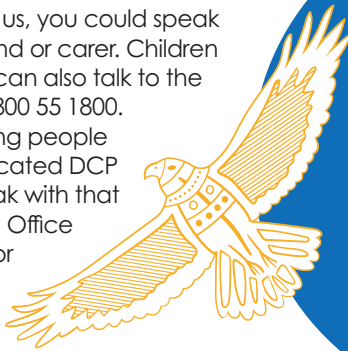
## Will you keep what I tell you a secret?

We will keep information about you **private**. Private means we will keep your details safe. Sometimes we may need to share certain information with other organisations such as a child protection worker. To protect you and other people, we may even talk to the police.

## Who can I talk to if I feel unsafe or concerned about something?

You can talk to anybody who works at ac.care that you feel comfortable with. If you would rather talk to someone else before coming to us, you could speak with a parent, friend or carer. Children or young people can also talk to the Kids Helpline on 1800 55 1800.

Children or young people who have an allocated DCP worker could speak with that worker, or with the Office of the Guardian for Children and Young People on 1800 275 664.



## Will I be in trouble for speaking up?

No. **Your safety and how you feel is important to us.**

## What will ac.care do with the information I share?

If you tell us that you have been treated badly or you are feeling unsafe or worried about something, we will listen, write down what you tell us, and work with you to try to make it better.

After we talk to you, we may need to find out more about what happened. We will tell you how long this will take and what will happen next.

## How do I make a complaint?

There are lots of ways you can make a complaint; **choose whichever you feel most comfortable with.**

You can:

- Talk to anyone at ac.care that you feel comfortable with.
- Phone us on 1300 ACCARE (1300 222 273) during business hours.
- Visit one of our offices during business hours.
- Send an email to [feedback@accare.org.au](mailto:feedback@accare.org.au)
- Fill in the form on our website at [accare.org.au/contact-us/feedback](http://accare.org.au/contact-us/feedback)



Visit [www.accare.org.au](http://www.accare.org.au) or scan the QR code to view a video about providing feedback