

# Making a complaint

This guide explains how children and young people can make a complaint about services provided by the Department of Communities.

**Tip:** When you see the words, **we,** or **us**, it means the Department

of Communities.

You can talk to us if there is anything that makes you feel unsafe, unhappy, or worried.



When you think we have not done something or we have not done it well, you can make a complaint.

We will keep your complaint confidential and only tell people who need to know.



# How to make a complaint

You can make a complaint by:

Call **1800 333 325** (1800FEEDBK)



Fill out the on line web form on the Department of Communities website [Department of Communities - Children and young people complaints and feedback (www.wa.gov.au)](https://www.wa.gov.au/organisation/department-of-communities/department-of-communities-children-and-young-people-complaints-and-feedback)



Write a letter to us at: Department of Communities Locked Bag 5000

Fremantle WA 6959

Speak with a staff member who can help you make a complaint.

You can make a complaint yourself or with a support person or an advocate can make a complaint for you with your permission.

If you are in care Communities’ Advocate for Children in Care can help you make a complaint. You can contact the Advocate by:

* Free call: 1800 460 696
* Mobile: 0429 086 508
* Email: [advocate@communities.wa.gov.au](mailto:advocate@communities.wa.gov.au)

# What happens next?

We will contact you and listen to your complaint.



If we cannot help, we will try to find out who can.

We will send you a letter to let you know how your complaint will be followed up and when it will be finished.



You will receive an outcome letter within 21 working days that will let you know how we can fix your complaint.

Your letter will also tell you what you can do if your complaint is not fixed.

