

Policy: Complaints for Children and Young People

1. Policy

Everyone has the right to be treated fairly, feel safe and be respected. If you think there is a problem and feel like you aren't being heard, you have the right to make a **complaint**.

A **complaint**, is when you think a decision is unfair and you want to tell someone about it.

Any client or member of the public has the right to make a complaint with Territory Families. Territory Families want to handle complaints fairly, quickly and thoroughly.

This policy explains what actions children and young people can expect from Territory Families after a complaint has been made. We want to:

- make sure the person making the complaint has trust in Territory Families
- improve services offered to children and young people.

2. How to make a complaint

You may get help from a friend, family member or someone you trust when making a complaint to Territory Families. They can be with you when you make your complaint.

Ways to make complaints are:

- Speak with a **staff member** or **case**



worker

- **Online**

<https://territoryfamilies.nt.gov.au/contacts> and click on 'make a complaint'



- **In writing**

Practice Complaints and Investigations Unit
Territory Families
PO Box 37037
WINNELLIE NT 0820



- **Telephone or email**

Territory Families Practice Complaints and Investigations Unit can be contacted by phone on 1800 750 167 (free call) or by email TF.Complaints@nt.gov.au



- **Contacting your local office**

Territory Families have offices throughout the Northern Territory



3. What you can expect from Territory Families

Territory Families wants to hear your complaints. Your complaint will be dealt with as quickly as possible. A person making a complaint will be:

- offered different ways to make a complaint
- listened to and treated with respect
- told about the complaint process
- taken seriously
- told what is being done with their complaint

2.1 Objectivity and fairness

Territory Families will treat all complaints fairly. The person investigating the complaint will be different from the person you are complaining about.

2.2 Confidentiality

Making a complaint with Territory Families is free and **confidential**, which means we will keep your details private.



If Territory Families think you or someone else is unsafe, staff may need to share the information with another organisation to help keep everyone safe.

4. What can you make a complaint about?

A complaint to Territory Families can be about:

- ✓ staff
- ✓ a service
- ✓ the way you are treated
- ✓ anything that makes you feel unsafe

Sometimes Territory Families may not accept a complaint, reasons for this could be:

- × the complaint is already being investigated by someone else like the Police or the Children's Commissioner)
- × the complaint is about a decision made by a Court
- × the complaint does not relate to Territory Families but another agency. We will talk with you about how to make sure your concerns are heard by that agency

If you think the outcome of your complaint is unfair, Territory Families can help you contact other organisations such as the Children's Commissioner's Office who may be able to talk to you about other options.

4.1 Language Assistance

Territory Families can organise an **Interpreter** for you. An **Interpreter** translates one language into another. For example: Aboriginal Languages – English or Chinese – English.

Interpreter contacts:

Aboriginal Interpreter Services: 1800 334 944
All other languages: (08) 8999 8506

TERRITORY FAMILIES OFFICE PHONE NUMBERS

Alice Springs	8955 6001
Arafura	8922 8474
Arnhem	8987 0400
Barkly	8962 4334
Casuarina	8922 7111
Darwin City	8999 2737
Katherine	8973 8600
Palmerston	8999 4789

Authorised by:

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