

Concerned about a child or young person

*in the child safety and/or
youth justice systems?*

*It's **ok** to
complain*



commission for
children and young people
and child guardian

It's ok to complain

The Commission for Children and Young People and Child Guardian promotes and protects the rights, interests and wellbeing of young people under 18 in Queensland.

It does this in a number of ways, including helping young people to resolve their complaints about the child safety and/or youth justice systems.

We also advocate or act as a 'voice' for young people by talking to government, non-government or community services.

Who can complain?

Anyone – young people themselves, parents, relatives, community members or agency representatives with concerns about services delivered to young people.

What can I complain about?

The Commission for Children and Young People and Child Guardian can deal with complaints about any government or non-government service provided (or not being provided) to young people in the child safety and/or youth justice systems.

Complaints can be made about a range of issues. For example:





- actions taken or decisions made by the Department of Communities (Child Safety Services)
- standards of care or access to programs in detention
- appropriateness and quality of health or education services
- agency practices, policies and procedures and their impact on children, and
- support in planning accommodation and transition arrangements for children leaving care.

Why should I complain?

All children and young people have the right to be safe and well cared for. The Commission for Children and Young People and Child Guardian will advocate and negotiate with service providers to improve outcomes for individual young people. These complaints help the Commission for Children and Young People and Child Guardian monitor trends and advocate for changes in policies, practices or legislation to improve outcomes for Queensland children.

How do I complain?

You can contact the Commission for Children and Young People and Child Guardian by:

-  calling **1800 688 275** (freecall) or **(07) 3211 6700**
-  text messaging **0418 740 186** and we will call you back
-  emailing: **info@ccypcg.qld.gov.au**
-  submitting an online complaints form at **www.ccypcg.qld.gov.au**
-  faxing **(07) 3035 5900**, or
-  mailing your complaint to **PO Box 15217 Brisbane City East QLD 4002**

How will my complaint be dealt with?

The Commission for Children and Young People and Child Guardian takes all complaints about children very seriously and our staff will make contact with you that day or the next day to gather important information about your concerns.

We will let you know how we can help resolve the concern.

We will provide you with advice to deal with your complaint or suggest a contact who can also help you.

We will try our very best to help with your complaint by conducting enquiries and making a thorough assessment.

We will provide you with advice as to the outcome.



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