**Complaint Form for Children and Young People**

**We try our best, but sometimes things don’t go as planned. We want you to tell us if we do something wrong. You can make a complaint about:**

* + - * + **Our service**
				+ **Our staff**
				+ **How you were treated**
				+ **Something else?**

**You have the right to:**

* + - * + **Be treated fairly and with respect**
				+ **Be safe and feel safe**
				+ **Say exactly how you feel and be heard**
				+ **Tell someone if you are unhappy**

 **When you make a complaint, we will:**

* **Listen to you**
* **Try to help**
* **Be kind and respectful**
* **Tell you how long it will take for us to get back to you**

**If you need help when using this form, you can call NI-Connect on +6723 23380**

**TELL US ABOUT YOU!**

**full name: \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_**

**Address: \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_
Contact #: \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_**

** email: \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_**





**We will key your complaint private. Private means we keep your details safe!**

**Tell us about your complaint**

**Who or what are you unhappy with? Tell us what happened.**

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**When did it happen?**\_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_\_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_\_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_

 **What would make you happy? Tell us what you would like to happen.**\_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_\_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_\_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_

**We might need to talk to you to help fix your problem. Are you okay with this?
(Please circle)**

 **Yes! No, thanks!**

**You can return this form in person to any staff member at NI-Connect, via post, website, or email, on our contact details below:
In person:** Bounty Centre, Taylors Road, Norfolk Island

**Post:** PO Box 972 Norfolk Island 2899 **Email:** ChildWelfareOfficer@keyassets.com.au

**Website**: <https://NI-connect.net>

   **Below are other people you can talk to about your complaint:**

|  |  |
| --- | --- |
| **Norfolk Island Service DirectorPostal address**: Key Assets, Level 1, 8 Lord Street, Botany NSW 2019**Phone:** 02 8336 5700 **Email**: james.isles@keyassets.org.au **Child Welfare Officer (CWO)Postal address**: Suite 1B, Level 8, 111 Philip Street, Parramatta 2150**Phone:** 02 8336 5700 **Mobile**: 0488 444 766 **Email:** jamie.hodgson@Keyassets.org.au  | **Department of Infrastructure, Transport, Regional Development, Communications and the Arts** First contact the area you have been dealing with to solve the problem. If the complaint has not been resolved contact the Governance Section by **email** at clientservice@infrastructure.gov.au OR **Postal Address**: GPO Box 594, Canberra ACT 2601If not satisfied with the outcome of your complaint, then contact:**Commonwealth Ombudsman: Postal Address**: GPO Box 442, Canberra ACT 2601 **Phone:** 1300 362 072 **Online Complaints Form:** [Web Form Submission (ombudsman.gov.au)](https://forms.ombudsman.gov.au/prod?entitytype=Approach&layoutcode=ApproachWebForm) |