

## CYPC COMPLAINT FORM



## CHILDREN & YOUNG PEOPLE COMMISSIONER

### Do you have a Complaint or Concern about a Service for a Child or Young Person?

If so, the Children & Young People Commissioner (CYPC) might be able to help.

The CYPC is an independent statutory authority, and it is our job to promote and protect the rights and well being of Canberra's children and young people.

It is also our job to take complaints about services for children and young people in Canberra.

You can complain about a service for a child or young person if the service:

- \* didn't comply with law or guidelines;
- \* didn't meet appropriate standards of care;
- \* was unsafe; or
- \* impacted badly on a child or young person.

If you are unsure if you can make a complaint, just call the CYPC to talk about it. You can do this without giving your name.

Before you make a complaint to the CYPC, you should talk with the agency or person that you are unhappy with to try and fix things yourself. The CYPC can talk with you about the best way to do this.

If talking with the agency or person doesn't work, or you don't feel that you are able to do this, then you should contact the CYPC to talk about your options - including making a formal complaint to the CYPC.

Additionally, if your complaint is about Care & Protection Services within the Community Services Directorate (CSD), the CYPC will, in the first instance, refer you back to the *Office for Children, Youth and Family Support Complaints Unit* within CSD for your complaint to be reviewed by them. The Complaints Unit can be contacted on 62075294, or at [OCYFS@act.gov.au](mailto:OCYFS@act.gov.au).

Anyone can call the CYPC with a complaint or concern, however it is easier for us to look into your complaint if you are the child or young person who received the service, or a parent or carer of the child or young person.

Complaints have to be in writing, but we can help you with this.

If you decide to lodge a complaint, we will take your complaint seriously, and we will listen to your views. We will also talk with you about what you can expect to happen, and will keep you up-to-date on any decisions we make.

We will deal with your complaint as quickly as possible, and you can contact us at anytime to find out where your complaint is up to.



ACT HUMAN RIGHTS  
COMMISSION

Australian Capital Territory

THE ACT CHILDREN & YOUNG PEOPLE

COMMISSIONER IS ONE OF THREE COMMISSIONERS

WITHIN THE ACT HUMAN RIGHTS COMMISSION

To contact the Children & Young People Commissioner:

- |         |  |
|---------|--|
| + visit | Level 4 12 Moore Street Canberra City                      |
| + phone | 6205 2222  |
| + email | <a href="mailto:ACTkids@act.gov.au">ACTkids@act.gov.au</a> |
| + web   | <a href="http://ACTkids.act.gov.au">ACTkids.act.gov.au</a> |

**CYPC COMPLAINT FORM**



**CHILDREN & YOUNG PEOPLE COMMISSIONER**

**Do you have a Complaint or Concern about a Service for a Child or Young Person?**

**DETAILS OF THE PERSON MAKING THE COMPLAINT**

Mr/Ms (other).....

First name.....

Last name.....

Address.....

.....

Day time phone.....Mobile.....

Email address.....

Are you (please tick):

+ the child or young person who received the service

+ a parent, or other relative, of the child or young person who received the service

+ someone else

**IF YOU ARE MAKING A COMPLAINT ABOUT, OR ON BEHALF OF, A CHILD OR YOUNG PERSON**

What is the child or young person's name.....

What is the date of birth of the child or young person.....

Does the child or young person know you are making this complaint.....

What is your relationship to the child or young person (for example: parent, grandparent, teacher, foster carer, lawyer, someone else).....

Where does the child or young person live.....

**DETAILS OF THE ORGANISATION OR PERSON YOU ARE COMPLAINING ABOUT**

Name of the organisation.....

If you want to complain about a particular person in that organisation, what is that person's name.....

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Please note: if your complaint is about Care & Protection Services, you must attach to this complaint (i) evidence that you have already complained to the *Office for Children, Youth and Family Support Complaints Unit* (62075294 or [OCYFS@act.gov.au](mailto:OCYFS@act.gov.au)); and (ii) a copy of their written response. Unless you do so, we may not accept your complaint.



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- + web                    [ACTkids.act.gov.au](http://ACTkids.act.gov.au)



## WHAT ARE THE THREE MAIN THINGS THAT YOU WOULD LIKE TO COMPLAIN ABOUT

One.....  
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Two.....  
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Three.....  
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## WHAT WOULD YOU LIKE TO SEE HAPPEN AS A RESULT OF YOUR COMPLAINT

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## CONSENT TO OBTAIN AND RELEASE INFORMATION

I consent to the CYPC providing the information in my complaint, and information gathered through the investigation of my complaint, to the organisation or people I am complaining about, as well as to any other organisation or person relevant to this complaint.

I also consent to the the organisation or people I am complaining about, and any other organisation or person relevant to this complaint, providing the CYPC with any personal information, including health records, about me and my children.

Name.....

Signature.....

Date.....



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