

Child Focused Complaints and Feedback



What happens when I make a complaint?

Here's what we do:

- ✓ The Complaints Officer checks your complaint to make sure you're safe and that the right person handles it.
- ✓ We send it to the right person at Maranguka. If needed, we might tell the Police or another service to help keep you safe.
- ✓ We look into your complaint. This might mean talking to you and other people, or looking at information.
- ✓ We will talk to you about what we found and suggest a solution. You can talk through this with us and if you aren't happy, we will keep working on it.



Will anyone else be involved?

Sometimes. If we need to keep you safe, we might have to tell other people.

What can I make a complaint about?

You have the right to make a complaint about:

- ✓ Someone has hurt you or made you feel sad or angry.
- ✓ You don't like a decision that has been made .
- ✓ If you feel unsafe or want to change who you see at Maranguka.

You can also give us feedback or have your say if you just want to let us know something.



How do I make a complaint or give you feedback?

You can make a complaint:

- ✓ On our website
- ✓ To your worker
- ✓ To a manager
- ✓ In writing or with an email
- ✓ With a text message, drawing or video
- ✓ To anyone who works at Maranguka

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What if I'm scared to make a complaint?

We make sure you feel supported and safe. You can have someone with you when you talk to us, or you can complain without giving us your name. That's ok too. We don't share any of your information unless we have to and if we do, we will try to talk to you first.



How long will it take?

We try to make it quick, but we also want to make sure we do it properly.

How do I know it's fair?

We work hard to make sure it's fair; for you and for the other person. If you're not happy with the result, we can also help you talk to someone else outside of Maranguka. We'll keep you updated the whole time.

Who else can I talk to about this?

You can talk to your worker, your parents, your carers or the person you know best at Maranguka.