

Do you have a complaint?

The Department of Child Safety is committed to protecting children and young people and improving the services we deliver. We invite you to contact us if you have a complaint about:

- a decision we have made
- the service we have provided
- the behaviour of our staff.

The Department of Child Safety values accountability and your feedback will help us improve our service.



Contact the Department of Child Safety

If you would like further information on the Department of Child Safety call **1800 811 810** or visit **www.childsafety.qld.gov.au**

The Department of Child Safety operates child safety service centres and zonal offices across Queensland. Telephone numbers for offices throughout Queensland are listed in the White Pages and on the department's website.

Your local child safety service centre can be contacted on:



To contact the Central Complaints and Review Unit call **1800 080 464**.

childsafety
Child protection... our first priority

Do you have a complaint about the Department of Child Safety?



How does the department's complaints system work?

All complaints are handled promptly and confidentially.

Where possible, we will try to address your issues through your local child safety service centre.

However, because some matters are unable to be dealt with at a local level, there are a number of further options available for proceeding with a complaint.



How do I make a complaint?

Stage one – child safety service centre

Speak to your Child Safety Officer, Team Leader or the Manager of your local child safety service centre about your complaint.

Stage two – child safety zonal office

If the complaint is not able to be resolved at stage one, you can speak to a Client Relations Officer in your local zonal office.

Stage three – Central Complaints and Review Unit

If your complaint is not resolved at stage two, you can contact the Department of Child Safety's Central Complaints and Review Unit. They will work with the child safety service centre to address your complaint.

What can I expect from the department?

Our staff are trained to:

- discuss and record your complaint
- provide advice regarding the Department of Child Safety, legislation, policies and practices
- assess and investigate your complaint
- establish timeframes for addressing your complaint
- recommend other resolution options, if necessary.

However, they will not investigate complaints related to matters being considered by:

- the Crime and Misconduct Commission
- the courts
- other policies, for example standards of care in relation to foster carers
- the Children Services Tribunal
- a child safety service centre.



External agencies contact details

While every attempt will be made to resolve any complaints that arise, sometimes a resolution cannot be reached. In this instance, if you are still not satisfied, contact:

- Children Services Tribunal
1300 855 345 or **3225 8346**
- Commission for Children and Young People and Child Guardian
1800 688 275 or **3247 5525**
- Queensland Ombudsman
1800 068 908 or **3005 7000**
- Crime and Misconduct Commission
1800 061 611 or **3360 6060**.