

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

The Department of Child Safety is committed to protecting children and improving the services we deliver. We invite you to contact us if you have a complaint, enquiry or concern about a decision we have made, the service we have provided or the behaviour of our employees. The Department of Child Safety values accountability. You have the right to provide feedback on our contact and interactions with you. Your feedback will help us improve our service delivery.

### How do I make a complaint?

In the first instance you should discuss your concerns with the **Child Safety Officer** responsible for the child or young person in your care. If you are not satisfied that the matter has been resolved, you can address the complaint to more senior officers in the Child Safety Service Centre, such as the team leader or

manager. Once you have made a complaint, a time will be made with you to discuss your concerns. After the meeting you will receive a verbal and written report of the decisions made during meeting.

If the matter is not satisfactorily resolved with the Child Safety Service Centre, you can speak to a **Client Relations Officer** at your local Child Safety Zonal Office who will assist you in resolving the matter. Zonal staff can provide advice about the location and lodging of a client complaint form. Once the form has been lodged, the Client Relations Officer will take action to resolve the issue.

If the matter is still not resolved satisfactorily at the zonal level, you can contact the **Central Complaints and Review Unit** of the Department of Child Safety. You can choose this option at any time in an enquiry, concern or complaint process if you believe the matter is not being handled fairly. Staff of the Central Complaints and Review Unit will work collaboratively with the Child Safety Service Centre to address the matter in a timely and appropriate manner.

You can contact your Foster Care Advocacy Support Team member from Foster Care Queensland, who is a local carer representative trained to support other carers, or another foster or kinship carer for advice and support at any time. The fact sheet *Support for carers* provides contact details and more information about support services. You may also contact your non-government foster and kinship care service support worker for support.

While every attempt should be made by carers, the department and non-government foster and kinship care services to resolve any complaints that arise, sometimes a resolution cannot be reached. In this instance, you can speak to:

- Children Services Tribunal
- Commission for Children and Young People and Child Guardian
- Queensland Ombudsman
- Crime and Misconduct Commission



### What if I am not happy with service I am receiving from a non-government service?

If you are affiliated with a non-government foster and kinship care service, it is important to be aware of the organisation's process for complaints. Every effort should be made to resolve complaints with the organisation at the local level.

You can contact the Client Relations Officer at your local Child Safety Zonal Office to make a complaint about a non-government foster and kinship care service.

#### Contact details

To contact your local Child Safety Service Centre or Child Safety Zonal Office, visit [www.childsafety.qld.gov.au](http://www.childsafety.qld.gov.au) or look for us in the White Pages under Child Safety.

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

The following external agencies can be contacted at:

#### Children Services Tribunal

Free call 1300 855 345  
 Telephone 3225 8346

#### Commission for Children and Young People and Child Guardian

Free call 1800 688 275  
 Telephone 3247 5525

#### Queensland Ombudsman

Free call 1800 068 968  
 Telephone 3005 7000

#### Crime and Misconduct Commission

Free call 1800 061 611  
 Telephone 3360 6060

For more information visit [www.childsafety.qld.gov.au](http://www.childsafety.qld.gov.au)

Or contact the Department of Child Safety on **1800 811 810** or **3224 8045**.

