

Children & Young People's guide: How to make a complaint. **Uniting**

Step 1

Tell Uniting about your complaint:

- tell an adult you trust
- fill out a 'Talk to Us!' form
- tell the Uniting Child Safety Officer



Step 2

Uniting will listen to your complaint and write it down.



Step 3

Uniting will tell you they got your complaint within 3 school days:

- if it's an emergency Uniting will do their best to contact you within 24 hours
- you can also call the Kids Helpline or 000 if you need urgent help



Step 4

Uniting will figure out how to help and get back to you within 10 school days with an answer.



Step 5

If you're not happy with the answer you can tell them:

- and someone else from Uniting will help you, or
- you can ask them for more information on who to contact outside of Uniting for help, like the Commissioner for Children and Young People



Scan the QR code for more information:

