Example: Complaint form for children

This template should be amended and expanded upon as applicable to your organisation’s individual circumstances, taking into account mitigating factors (including but not limited to):

* size of organisation
* level of engagement with children (e.g. rarely or regularly engage children)
* type of engagement with children (e.g. performers, employees, work experience, education program participants, audience members)
* exposure to risks of harm in the organisation (e.g. transport of children)
* state legislative requirements (e.g. child employment, WH&S).

|  |
| --- |
| [Organisation name]Complaint Form |

A complaint form is a formal way of letting way of letting someone know you are unhappy about something.

After filling in this form, we will listen to you and your problem and work on a solution.

You can ask a family member or a staff member to help you with this form. Once completed, please submit the form to [insert email address/ process].

## Your name and contact details

You do not have to give us your name and contact information to make a complaint, but it will be easier for us to help if we can contact you.

|  |  |  |  |
| --- | --- | --- | --- |
| First name: |  | | |
| Family name: |  | | |
| Phone: |  | | |
| Email: |  | | |
| Address: |  | | |
| I would like to be contacted by: (tick any) | | | |
| Phone | | Email | In writing |

## Tell us about your concern.

A ‘concern’ is something that might be making you or someone else feel unhappy, frightened or angry. You can write it down, draw a picture, or both.

## What would make the problem better?

## What will happen next?

(To be completed jointly between the child and *[Organisation name]* staff).

Your signature

## Contact information of staff members taking receipt of complaint / supporting completion

|  |  |
| --- | --- |
| Staff member: |  |
| Position: |  |
| Phone: |  |
| Email: |  |
| Format received: |  |
| Date received: |  |

Thank you for taking the time to complete the form. We recognise that it can feel difficult and uncomfortable to make a complaint.

A *[Organisation name]* staff member will contact you to make a time to talk about your complaint with you and either a parent/carer or other support person.

*[Organisation name]* will try to find a way to make this problem better for you.