

## What happens next?

- We will let you know when we have received your feedback or complaint.
- We will make sure your feedback or complaint goes to the right person.
- We will only tell people who need to know.
- If you make a complaint in person, we will talk with you right away.

We try to help as soon as possible but it can take up to 2 weeks to look into things. For more complicated complaints it can sometimes take up to 9 weeks to resolve. We will keep in contact with you throughout this time.

## What if you are still not happy?

If you feel it is taking too long, or you are unhappy with our decision you can ask for your complaint to be looked at by someone else.



keyassets

SERVING CHILDREN, FAMILIES & COMMUNITIES

## For More Info

Young People's  
Info Hub



## If you are still not happy

We really care about keeping you safe. We will do everything we can to keep you safe and make sure you know how to raise a worry. We will act on your worries to keep you safe.

If you are still not happy with the way we have dealt with a complaint you can contact the Ombudsmen.

NSW Ombudsman

Phone: 1800 451 524

Website: [ombo.nsw.gov.au](http://ombo.nsw.gov.au)



# Children and Young People's Complaints and Feedback

If you think something is not right or needs to be changed, please tell us. We will listen and take action.

Help Make Key Assets Australia better!



## We want to hear from you if you're not happy about:

- a decision that has been made
- the way staff or carers behave,
- or anything else that is important to you.

If you do not feel safe it is important to tell a trusted adult.

You might feel nervous, worried, or upset when making a complaint. We will be sensitive and listen to you. We will treat you respectfully and let you know what is happening.

**YOUR FEEDBACK MATTERS TO US.**




## How to give feedback or make a complaint

You can ask your teacher, carer or a friend to support you.

### Talk to us:

If you feel comfortable, you can tell your Key Assets Worker you would like to make a complaint.

 Telephone 1800 932 273  
This number is free to call.

 Online: [keyassets.org.au](https://keyassets.org.au)  
 [feedback@keyassets.org.au](mailto:feedback@keyassets.org.au)

By post:  
PO Box 2466, Runcorn QLD 4113

Scan to contact us:



## What to include in your feedback or complaint:

Please provide as much information as possible. It helps us to understand:



what your feedback or complaint is about

what happened  
(If you can, try and include when it happened and who was involved)

how it made you feel

what would make things better