

Child safe

complaint process



What is a complaint?

A complaint is when you tell us you are unhappy with something the Council has done. This could include, how a Council officer has acted or treated you, or how we dealt with an issue you had.



When can you make a complaint?

You can make a complaint any time you want, no matter how small the problem.

If you think we have been unfair, or you feel unsafe at a Council event or building (like a library or childcare centre), please tell us.



It is always okay to speak up when:

- you don't feel safe
- someone has hurt you
- you don't like how you are being treated
- you are upset about a **Council event** (like a storytime), **job** (taking care of school grounds), or **program** (like our breakfast club).



How do you make a complaint?

Making a complaint can sometimes feel hard. Ask a grown up you trust for help.

You could ask a family member, or your teacher. Anyone can help you make a complaint if they are not the person or people you are complaining about.

Making a complaint

Be ready to make your complaint:

- 1 Practice or plan what you want to say
- 2 Get your trusted person to help you write down the story of your complaint:
 - Who or what it is about
 - When it happened
 - Why it made you upset
 - How the problem made you feel
 - What you think can help to make it better.

What to do next

Kids Helpline

Free to call them whenever you want.
☎ 1800 55 1800

City of Port Phillip

☎ ASSIST 03 9209 6777
📍 portphillip.vic.gov.au/contact-us



National Relay Service

If you have a hearing or speech impediment, contact National Relay Service contact:

☎ ASSIST 03 9209 6777
📍 nrschat.nrscall.gov.au/nrs/internetrelay