

# Complaint Form - For children and young people



The information you will provide is very important and can make a big difference in someone's life. Please remember to answer the questions honestly. Nobody will judge your answers. You have a right to express your feelings and concerns.

## 1: Facts about you

First name \_\_\_\_\_

Last name \_\_\_\_\_



Address \_\_\_\_\_

\_\_\_\_\_



Phone number \_\_\_\_\_



Email address \_\_\_\_\_

## 2: Your complaint



**Who or what are you unhappy with?** Describe happened in your own words.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**When and where did it happen?**



\_\_\_\_\_

\_\_\_\_\_

Who else was there?

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Did this only happen once? If not, do you remember the other times?

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How did this situation make you feel?

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Have you told anyone about what happened?

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What would make you happy?



What would you like to happen?

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We might need to talk to your parents to help fix your problem. Are you okay with this?



Yes



No

What happens next?

You might wonder what will happen now.  
Your concerns are important to us. By filling in this form you are doing the right thing and helping others.

We take your complaint very seriously and we will forward it for further investigation and assessment to ensure it is handled properly.

Your dedicated trust person will provide you with feedback once the assessment is completed. They will also explain all the next steps and support you throughout the entire process.

You can contact AIFS anytime and let us know your concerns or any questions you might have. Just call 1300889067 or 0401532420.

**We always put your wellbeing and safety first.**

### **Helpful links and contacts**

Here are some contact numbers and links that will provide you with more information if you need it:

<https://kidshelpline.com.au/> or call 1800 55 180

<https://humanrights.gov.au/>

**Date:**

\_\_\_\_/\_\_\_\_/\_\_\_\_

**Person conducting the interview:**

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