

# Child-Friendly Complaints Policy

If something is not OK, you can tell us.

Complaints help us keep you safe and make our camps and events better.



1

## Something not OK?



Any time you feel unsafe, uncomfortable, hurt, left out or something seems unfair.

You can tell us.

2

## Tell someone you trust



You can talk to:

- A manager
- Any staff member or volunteer
- Your parent or caregiver
- A trusted community person
- A cultural support person or advocate



You can tell us in person, ask a trusted adult to help, write it down, or tell us anonymously.

3

## We will listen



- We will listen carefully and take you seriously.
- We will keep your information private (we only share it with people who need to know to keep you safe).
- We will keep you updated and explain what will happen next.

4

## We will help and fix it



- We will say sorry if we did the wrong thing and fix it where we can.
- If there is an urgent safety risk, we act straight away.
- We aim to say we received your complaint within 5 working days.
- We try to resolve complaints within about 2 weeks. (Sometimes it may take longer if we need to investigate).
- We will let you know if it takes longer and why.

5

## Still need help?



If you are not happy with the outcome:

- Tell us and we will look at it again.
- You (or your family) can also ask for help from an outside service.



## We learn and improve

We record complaints and look for patterns so we can make camps and events safer and better next time.



## Your culture matters

We respect who you and where you come from. If you want, you can talk to someone who understands your culture or bring a trusted person from your family or community to help you. We will listen to you in a way that feels safe for you.



## Need help to complain?

You can use your own language, Easy Read or large print. Tell us what you need and we will help.



## Need urgent help?

If you need urgent help or feel unsafe right now, tell a staff member immediately, or call **000**, or **Kids Helpline 1800 55 1800**.

1800 011 041  
Ask for the Health Manager

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