



1 WHY HAVE A COMPLAINTS PROCESS?

City of Casey is a Child Safe Organisation where children and young people who attend services, programs, and events delivered by Council or that are held in spaces owned or managed by Council, have the right to feel and be safe.



2 WHAT IS A COMPLAINT?

A complaint can be about:

- A City of Casey service,
- the way a Casey staff member or another child or young person behaves, or
- the way a problem was handled.

If you feel like you have been:

- treated unfairly, or
- if you feel unsafe at a City of Casey service, program or event.

You have the right to make a complaint, however big or small the problem may be.

Speak up...

- if you don't feel safe,
- if you're being hurt,
- if you're unhappy with how you're being treated,
- if you have concerns about a Council service, program or event.



3 PREPARE TO MAKE A COMPLAINT

Find support:

Ask someone to trust; you don't have to speak up on your own.

- Your support person can help you make a complaint
- They could be a parent, friend, carer, teacher or coach.

OR...

If you don't feel comfortable talking to somebody you know – you can make a complaint to a child friendly service like kids' helpline.

Plan what you want to say:

Before you make a complaint, it is important to...

- plan what you want to say,
- write down important details about your concern, like when it happened and names of the people you spoke to.
- why you are unhappy,
- how the problem made you feel, and
- what could help solve it.



4 HOW TO MAKE YOUR COMPLAINT



Scan the QR code for a direct link to Council's make a complaint webpage

Complaints about a City of Casey service, staff member or the way a problem was handled can be made in many ways.

- Online – casey.vic.gov.au via a complaint form, webchat or social media
- Face-to-face – at any customer facing spaces or events
- By phone – 03 9705 5200
- In writing – email: caseycc@casey.vic.gov.au
- Accessibility – National Relay Service (NRS) Phone: 1800 555 727

Translation Service (TIS) Phone: 131 450



It's important to speak up and tell someone you would like to make a complaint so it can be solved.

CASEY.VIC.GOV.AU