

Principles for a good **complaints system**: Key messages from children and young people with a care experience.

CREATE appreciates the people who work with and care for children and young people in out-of-home care, have a genuine interest in providing quality services and care. This poster and accompanying Best Practice Guide have been informed by the voices from our 2019 Voices in Action conference workshop combined with other research to help you and your organisation develop child friendly complaints and service improvement processes. The eight principles below are essential elements for a good complaints system:

1. Use language that is easy to understand and jargon free

2. Train staff receiving complaints to respond appropriately and empower children and young people to speak up

3. Provide support or access to an independent support person during complaints process

4. Prioritise complaints, follow up in a timely manner and inform young people when the complaint is finalised

5. Promote and display information on how the system works and who to speak with about any issues

6. Develop simple, user friendly and culturally inclusive complaints processes

7. Offer multiple options to make complaints and encourage feedback

8. Ensure safety and no ramifications for those who speak up

Key Messages from
Young People at the
2019 ViA Conference:

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"Have a culture around it being positive to actually complain. A complaint shouldn't be a mark against your name."

"Become creative in delivering information to young people. Use the young person's preferred method of communication."

"Walk with us through the process... Having someone who isn't on anyone's side prevents bias and complications."

"Always see every complaint as an individual one... Take it seriously."