



**Government
of South Australia**

Office of the Guardian
for Children and
Young People

How to complain about our office

If you have an issue with the way the Guardian's Office has managed its relationship with you, we want to resolve it quickly and respectfully. We value your right to complain and to help you do that, we have a complaints policy. You can make complaints in person, by phone or in writing. The complaint may come directly from you, from an agency or from someone advocating for you.

What will happen to your complaint?

If possible, raise your issue with the staff member who has been involved in the matter. They will try to resolve it on the spot which is often the quickest way.

If you do not want to discuss it with the staff member concerned or you are not satisfied with the outcome you can raise the matter directly with the Office staff on 08 8226 8570 who will help you put your complaint in writing. or you can email your complaint directly to gryp@gryp.sa.gov.au.

The Guardian will arrange to meet with you. You are welcome to have a friend or supporter present at the meeting.

How long will this take?

We will try to resolve your complaint as quickly as possible.

Once you have lodged your complaint you will be contacted to explain the process.

We will arrange to meet you as soon as possible.

You will be kept informed of the progress of your complaint.

What information do you need to provide?

In order to make a proper assessment of the complaint we need to know:

- what the complaint or concern is about
- details of what you are unhappy or concerned about
- what you would like as an outcome

The Guardian may also collect other information from you during the process and from relevant third parties.

What you can do if you are unhappy with the proposed outcome?

If you are unhappy with the decision of the Guardian or if the complaint is *about* the Guardian you may wish to contact:

- the State Ombudsman's Office, ph (08) 8226 8699, toll free 1800 182 150 (outside metro) or
- the Health and Community Services Complaints Commissioner, ph (08) 8226 8666, toll free 1800 232 007 (outside metro SA) or fax (08) 8226 8620.

Contacting the Guardian

If you require any further information, please contact our office.

Phone 1800 275 664 (for children and young people) or 08 8226 8570

Email gcyp@gcyp.sa.gov.au

Fax 08 8226 8577