

Complaints Process – Living & Learning Pakenham Inc (LLP)

What can I complain about?

If there is anything that makes you feel unsafe, unhappy or worried, you can tell us! We will listen and try to help.

It could be about:

- A service you're getting or something you missed out on.
- How you've been treated by someone, e.g. a worker or another child or young person.
- Something that's changed that has made you feel unhappy or unsafe.
- Something to do with our environment or facilities.
- LLP not doing anything about something that happened to you or you being unhappy with what we did to try and fix it.

Who can I speak to if I feel unsafe or concerned about something?

You can talk to anyone who works at LLP that you feel comfortable with. This might be the CEO, Program Coordinator or other staff/member or volunteer.

- Ask at Reception who is the best person to discuss your concern, or complaint. This will usually be the CEO.
- You can contact us by telephone LLP on (03) 5941 2389
- You can contact us by email admin@livinglearning.org.au

Can somebody help me make a complaint?

Yes, if you would like a parent, carer, friend or someone else that you trust to help you make a complaint you can bring them with you when you complain.

Will I be in trouble for speaking up?

No. Your safety and how you feel is important to us. By speaking up, you are helping us to do a better job and take better care of you and other children and young people.

What will LLP do with the information I tell you?

If you tell us that you have been treated badly or you are feeling unsafe or worried about something, we will listen, write down what you tell us, and try to fix it. After we talk to you, we may need to find out more about what happened. We will tell you how long this will take and what will happen next.

Will LLP keep what I have told you a secret?

We will keep information about you private. Private means we will keep your details safe. Sometimes we may need to share certain information with other organisations, such as the police, to protect you and other children and young people.

How will I know LLP is dealing with my complaint?

We will ask you if you would like us to give you updates about what is happening as we look into what you have told us and get further information. We will let you know when we have finished looking into your complaint and explain what we're going to do.

We will make sure that we involve the person you want to be with you when we give you information (e.g. parent or friend).

What if I don't want to be involved further?

LLP will only contact you if you want us to. If you don't want updates that's OK. If you would like us to give information to a family member, carer or support person instead, that's also okay.

What if I'm still not happy?

If you are not happy with how we handled your complaint or the result, we can help you to contact another person at LLP or an external body to review the decision.