

# WE TRY OUR BEST TO LOOK AFTER YOU

IF WE GET IT WRONG, WE WANT TO KNOW SO WE CAN FIX IT.  
YOUR COMPLAINT WILL BE TAKEN SERIOUSLY AND LOOKED  
INTO QUICKLY.

## WHAT CAN YOU COMPLAIN ABOUT?

Anything that makes you feel unhappy, unsafe or worried such as:

- How you're treated by someone at home, such as a worker or young person
- Something is wrong in your home
- Your problems are not getting fixed.

## WHAT WILL HAPPEN?

We will:

- Respond in 1 - 2 days
- Listen
- Try to help
- Investigate
- Sort things out quickly (within 3 weeks)
- Tell you what happens next.



## HOW TO MAKE A COMPLAINT

1. Talk to a staff member that you trust:
  - Youth Worker
  - House Supervisor
  - Case Manager
  - Therapeutic Specialist.
2. Fill in a complaint form at  
[www.catholiccareddb.org/tellus](http://www.catholiccareddb.org/tellus)
3. Contact CatholicCare Central Support  
P: 1800 324 924 E: [tellus@catholiccareddb.org.au](mailto:tellus@catholiccareddb.org.au)

## WHO CAN HELP YOU MAKE A COMPLAINT

Someone you trust. You can also call the Kids Help Line on 1800 551 800.

## MORE INFO

CALL THE NSW OMBUDSMAN

1800 451 584

[WWW.OMBO.NSW.GOV.AU/COMPLAINTS/MAKING-A-COMPLAINT](http://WWW.OMBO.NSW.GOV.AU/COMPLAINTS/MAKING-A-COMPLAINT)