



YJNSW Reference

Complaint Form

Please use this form to tell us about your complaint.

Your information will be kept confidential.

Are you Aboriginal and/or Torres Strait Islander?

Yes

No

Do you need an interpreter?

Yes

If yes, which language?

No

Your personal details

Your surname

Your first name

At which Youth Justice service were you when the complaint happened?

<input type="checkbox"/> Transport	<input type="checkbox"/> Youth Justice Community Office
<input type="checkbox"/> Youth Justice Conference	<input type="checkbox"/> Youth Justice Funded Service
<input type="checkbox"/> Central Office	<input type="checkbox"/> Court Intake
<input type="checkbox"/> Programs	<input type="checkbox"/> Youth Justice Centre
<input type="checkbox"/> Bail Assistance Line	<input type="checkbox"/> Other <input type="text"/>

1. Please tell us about your complaint

Give as much information as possible.

2. What should we do to fix your complaint?

Did someone help you fill in this form?

No

Yes

Name

Please sign this form

Signature

Date

Signature of person who helped you

Date

Your complaint and identity will be treated as strictly confidential by those involved in the complaint resolution process. This means it will not be discussed with, or disclosed to, any other Employees or other persons, unless for the purposes of resolving or monitoring the complaint.

What to do with this form

You can

1. Hand the completed form to a Manager in a Youth Justice Centre or Youth Justice Community Office

2. Send it electronically

Attach a copy of this completed form and email it to the YJNSW Executive at complaints-feedbackYJNSW@justice.nsw.gov.au

3. Mail it to

Director, Strategy and Engagement
Youth Justice NSW
GPO Box 31
Sydney, NSW, 2001

Office Use Only

Complaint type

- | | |
|--|--|
| <input type="checkbox"/> Staff misconduct | <input type="checkbox"/> Welfare / Safety |
| <input type="checkbox"/> Staff corrupt conduct | <input type="checkbox"/> Access to Services (e.g. Medical) |
| <input type="checkbox"/> Staff misuse of resources | <input type="checkbox"/> Appointments and Interviews |
| <input type="checkbox"/> Advice and Information | <input type="checkbox"/> Background report |
| <input type="checkbox"/> Smoking policy | <input type="checkbox"/> Appraisal/assessment |
| <input type="checkbox"/> Diet/food | <input type="checkbox"/> Bias/discrimination |
| <input type="checkbox"/> Physical surroundings | <input type="checkbox"/> Transfers between centres |
| <input type="checkbox"/> YJC rules/points system | <input type="checkbox"/> Arunta System |
| <input type="checkbox"/> Visits to centres | <input type="checkbox"/> Other behaviour |

Complaint taken by

Name

Position

Complaint referred to

Name

Position