



# Complaint made by an external person to a youth detention centre (COM2)

Youth Justice is committed to providing high quality services to clients. Please tell us if you are unhappy with the service provided by a youth detention centre. Your complaints and feedback help us to improve our quality of service.

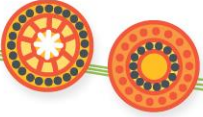
Give us as much information as possible so that we can address your complaint or feedback.

Please tell a staff member if you would like help to make a complaint. We can:

- arrange an interpreter
- provide help for the hearing impaired
- tell you where to find more information.

Details of person making the complaint			
Name			
Address			
Telephone number		Mobile number	
Email address			
I prefer to be contacted by	<input type="checkbox"/> phone <input type="checkbox"/> mail <input type="checkbox"/> email		
Name of young person			
Youth detention centre	<input type="checkbox"/> Brisbane Youth Detention Centre <input type="checkbox"/> Cleveland Youth Detention Centre <input type="checkbox"/> West Moreton Youth Detention Centre		
Relationship to young person			

Details of the complaint	
Who is the complaint against?	If you know the name of the young person, staff member, police or other person, tell us.



What are the details of the complaint or concern?	Please write everything relevant to the issue, in the order that it happened. Include a description of what happened, dates, names of people involved, phone calls, letters and meetings. Attach extra pages if needed.
What would you like to see happen?	What is the outcome you want or the action you would like us to take? Attach extra pages if needed.

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

Details of staff member who gave you the form or helped you to complete it	Signature _____ Date _____ Name _____
Date and time complaint received by manager, client relations	/ / _____ am/pm

### Privacy notice

The department is collecting the information on this form to manage your complaint under s277 of the *Youth Justice Act 1992*. Your personal information may be disclosed to other agencies or third parties for example your parent/carer, child safety service centre, Office of the Public Guardian and others, for the purpose of responding to or managing your complaint or for evaluation purposes. Your personal information will be handled in accordance with the *Information Privacy Act 2009*.

### Filing instructions

1. Original to be forwarded to the manager or advisor, client relations for filing with the forms about the original complaint.