

SAFEGUARDING

I feel unsafe, who can I tell?

What is a Complaint?

You have the right to feel safe and be safe.

If you do not feel safe or are unhappy with the way you have been treated, you have the right to speak up and tell someone how you feel. You have the right to be heard and for your concerns to be taken seriously.

A complaint is when you tell someone about something that has happened that made you feel unsafe or unhappy.

1. A trusted adult is someone you know will listen to you, believe you and do something about what you have said.

When to Make a Complaint

A person treated you differently or unfairly;

Someone has said or done something that has hurt you;

You got hurt;

You did not feel listened to;

A person asked you to do something you did not want to do;

You felt frightened.

2.

Who Can I Tell?

safeguardingcanberra@ymca.org.au

Tell a trusted adult.

A trusted adult is someone you know who will listen to you, believe you and do something about your concern. These people could be:

A Y staff member;

Your parent/guardian;

A family member; or

A teacher at your school

3.

How Do I Make a Complaint?

If you see something, hear something or feel something, tell someone.

If you feel unsafe, tell someone you can trust, or call the Police on 000.

Making a complaint can feel scary which is completely normal. Lots of adults feel like this too! It is a very BRAVE thing to do! You might talk to someone else first – a friend or an adult you trust, and you could ask them to help you make the complaint.

4.

When you Make a Complaint

We will listen to you. Try to tell us as much as you can about what happened. This could include talking about what has happened to you that made you feel unsafe or unhappy.

You might like to write down what happened, or you could draw a picture.

We may need to tell someone else what happened so we can get the right help to keep you safe. If we need to do this, we will tell you first.

5. You can make a complaint in person, online or in a text. The most important thing is that you tell a trusted adult.

After You've Made a Complaint

You have the right to:

Be kept informed;

Ask what will happen next;

Ask who else might be told;

Ask who will get back to you; and

How long it will take.

If you have made a complaint and you still feel unsafe or unhappy, you can contact Y Safeguarding at safe@the-y.org.au

6.