

# Are you listening?

Complaints system good practice example 3  
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## Department of the Attorney General encourages compliments, suggestions and complaints from children and young people

The Commissioner is publishing a series of good practice examples which showcase complaints systems that are **accessible** and **responsive** to children and young people.

### Department of the Attorney General

The Department of the Attorney General delivers a range of services to children and young people. Children and young people come in contact with the Department of the Attorney General through several ways, including:

- The Children's Court of WA
- Child Witness Service
- Family Violence Service
- Victim Support Service

### Customer focus

The Department understands the importance of listening to and including the feedback of children and young people in its processes and procedures. In recognition of this, in 2013 it developed a feedback brochure called 'We'd love to hear your thoughts' to encourage and empower children and young people to have a say and voice their compliments, suggestions and complaints via an online customer feedback system.

The feedback gathered not only helps the Department to better tailor its services and ensure they meet the necessary requirements but, more importantly, can help to resolve any complaints they may have.

Feedback from children and young people is particularly welcomed.



Commissioner for Children and Young People  
Western Australia



## **Improving visibility, accessibility and responsiveness**

The feedback brochure is promoted by key areas within the Department and continues to be the primary and preferred option for submissions by children and young people.

The Department understands that not all children have the same support and access to technology so developed the feedback brochure so all children and young people can be informed about how to have a say.

The brochure is available at an array of service delivery areas including the Children's Court, and other identified external agencies such as community legal centres.

The brochure also includes a QR Code so customers can scan the brochure and immediately access the online customer feedback system on their mobile device, or save it for later use.

Each submission is responded to within five working days, following which the Department investigates the details of the issue. Within 10 working days, the customer is contacted and told of the result, and is provided with the option to follow up if they are unhappy with the final outcome.

In 2012, the Department's customer feedback management system was updated and now has the ability to report on a quarterly basis the submissions made by people under the age of 18 to the Department's Corporate Executive Committee.

## **Developing the strategies**

The brochure was developed using the Commissioner for Children and Young People's publication Are You Listening? - Guidelines for making complaints systems accessible and responsive to children and young people, and information gathered from the Commissioner's seminars on good practice.

Consultations were held between January and February 2013 with about 30 children and young people to test the usability and usefulness of the brochure. The consultation was also essential to ensure the brochure was engaging for children and young people.

The consultation concentrated on asking focus groups whether they understood:

- what the Department does
- the process involved in providing feedback
- whether the form was appealing to pick up and read.

Children provided a lot of free flowing feedback about what they thought of the brochure, including concerns and compliments. Amendments to the brochure were subsequently made as a direct result.

In addition to engaging children in a school setting, staff themselves engaged their own children and their children's friends.

## **Continual improvement**

The Department continues to consider ways to capture complaints and feedback from customers through its many feedback channels.

