



The Commissioner's commitment to working with children and young people

It is important for children and young people to enjoy working with the Commissioner and his staff, and to feel safe and respected at all times.

What we do

The Commissioner for Children and Young People works to improve the health and wellbeing of WA children and young people aged less than 18 years.

The Commissioner is independent and reports to the WA Parliament – this means that everything he does and says is based on what is most important for WA children and young people.

This is what the Commissioner and his team do:

- ✓ listen to children and young people to find out what's important to them
- ✓ find out what researchers and experts think is best for children and young people
- ✓ hold events and speak out in the community about children and young people's rights and issues that affect them
- ✓ suggest improvements to laws, policies and services to help children and young people be safe, healthy and happy
- ✓ use the views of children and young people in everything we do.

What you can expect from us

When working with children and young people, the Commissioner and his team will:

- treat you with respect and listen to you
- give you information and choices about the activity
- value your ideas and opinions and tell you what we are going to do with them
- help you to feel comfortable and safe - if we are worried about your safety, or another child's safety, we will tell someone who can help
- only use your name or photos in our work if you say it is okay
- listen and act on any feedback or concerns you have about our work with you.

Tell us what you think

The Commissioner and his team want to know if you have any complaints about what we have done or any other feedback.

Speaking up about concerns or giving feedback can be difficult so we have created [*Top Tips When Making a Complaint*](#).

You can use these tips when making a complaint to us or to any other service you are not happy about.

Don't forget you can ask an adult to help if you like and they can contact us on your behalf. We can also make special arrangements if you need extra help to talk to us.

Feedback or complaints can be made via the [Commissioner's website](#), phone, postal address, email or in person at the Commissioner's Subiaco office.

How we will respond to feedback and complaints

When listening to your feedback or complaints we will be:

Easy to contact – Information about the ways to give feedback and what happens when someone makes a complaint can be found in the front foyer of our office and on the website.

Responsive – We will get back to you as quickly as possible when you make a complaint (at least within three working days) and we will try to give you a full answer within 15 working days.

We will talk with you about how you would like us to keep you updated on what is happening with your complaint.

Fair and honest – We will treat each complaint fairly and honestly. If your complaint involves a particular staff member, that person will not be involved in the review of your complaint. If you are not happy with the result, we will help you contact the [Ombudsman's](#) office who can look at your concern again.

Confidential – We will keep all information about you private. We will ask for your permission before talking to anyone else about your complaint.

Accountable – We tell the Commissioner about all the complaints we get and he decides what needs to be done. You will be told about what we have done, what changed and the reasons for our decisions.

Continually improving – All complaints and feedback are discussed by the Commissioner and his team to see how we can improve our work and the way we deal with complaints.