



Making a complaint to DCP



You have the **RIGHT** to make a complaint about a decision made by the Department for Child Protection (DCP) or if you are worried about your care



It can be confusing to know who to contact at DCP, so ask your carer or case worker

How to make a complaint

If you are worried about your care or have a complaint, talk to your case worker or carer. They might be able to fix the problem. If they can't, there are other ways DCP will listen to you (**see the next page** for who to contact!)



When you tell someone how you feel they should:

- ✓ **listen** and be respectful
- ✓ be **understanding** and let you explain
- ✓ **believe** what you are saying
- ✓ be **helpful**, suggest what the next steps will be
- ✓ take **action** - do what they said they would do
- ✓ keep you **informed** by updating you on what is happening

If you need help, you can always call us on
1800 275 664



Who to contact in DCP to make a complaint about...

family

If your issue is about when, where, and how often you see your family

Talk to your carer or case worker

If they can't help, you can contact the DCP Complaints Unit on 1800 003 305 (freecall) and tell them you would like your family contact to be reviewed

If you still need help, you can call us on 1800 275 664

decisions

If you are unhappy about a decision DCP has made (about things like where you live, school, or your health)

Talk to your carer or case worker


If they can't help, you can ask someone at DCP to review the decision

Call the DCP Complaints Unit on 1800 003 305 (freecall) and ask them to help you to fill out the review application form. Try to do this as soon as you can

If you are still unhappy with the decision, you can call the South Australian Civil and Administrative Tribunal (SACAT) on 1800 723 767

daily life

If you have a complaint about your day-to-day care or how DCP have treated you

 If you live in residential care – go straight to Step 3!

Step 1:
Talk to your carer or case worker

Step 2:
If your issue is about your case worker or you feel like your case worker is not listening, speak to your case worker's boss

Step 3:
Make a complaint to the DCP Complaints Unit on 1800 003 305 (freecall)

If you are still unhappy, you can call the Ombudsman SA on 8226 8699

Remember

It is never ok for someone to hurt you or make you feel unsafe. If this is happening, tell an adult you trust, or call us

