

We can provide legal advice about:

- **Becoming independent** - How old do I have to be to leave home?
- **Complaints** – About government organisations
- **Criminal matters** - I have to go to court. What do I need to do?
- **Debts** – Owing money to banks or mobile phone companies
- **Discrimination** - When is it illegal? What can I do about it?
- **Driving offences** – Drink driving, hooning, driving without a licence
- **Family** – What are your rights when your parents separate?
- **Fines** - I have too many to pay. What can I do?
- **Housing** – How can I make my landlord do repairs? What if I get evicted?
- **On the job** – Your rights at work, are you getting paid the right amount?
- **Police and Protective Service Officer issues** - Excessive force? Being stopped and searched? Where can I find out my rights?
- **Relationships** – What are the laws about sex?
- **School** - Suspension, expulsion and bullying.
- **Victims of crime** - Where to get help about compensation.

Are you under 25 and need legal advice?

Free legal service
No appointment needed
Mon, Tues, Thurs and Friday
2pm-5pm

At Frontyard Youth Services,
19 King St
Melbourne

Check out our other services
and fact sheets
www.youthlaw.asn.au



HOW TO

MAKE A

COMPLAINT

At Frontyard
19 King Street, Melbourne Vic 3000
www.youthlaw.asn.au

Tel: 9611 2412
Fax: 9620 3622

How to make a complaint

Youthlaw strives at all times to offer a high standard of service.

Sometimes this may not be the case and we encourage you to let us know about this.

This could be because:

- You feel we haven't communicated with you properly or kept you updated on what has been going on
- You feel your confidentiality and privacy has not been respected
- You feel that you have been treated unfairly or been discriminated against
- You are not happy with the way that we have handled your matter
- You don't agree with a policy of Youthlaw

All complaints are handled

Seriously

Quickly

Confidentially

You, or someone on your behalf, can make a complaint verbally or in writing :

- To the lawyer you saw at the time
- The Principal Lawyer
- The Director
- The Youthlaw Board via the Director
- The Legal Services Commissioner (external and independent of Youthlaw)

Phone: 03 9679 8001

OR 1300 796 344 (local call Australia-wide)

Email: admin@lsc.vic.gov.au

Web: www.lsc.vic.gov.au

What happens after I've made a complaint?

All complaints to Youthlaw will be documented and we will contact you **within 7 days**.

You will be given an opportunity to explain your views and have your say. If you are not happy with how we have dealt with your complaint, then the complaint will be forwarded to the Chair of the Youthlaw Board.

Statement of your rights

You have the following rights:

1. To be treated with respect and dignity regardless of your gender, race, sexuality, ethnic origin, religion, political belief, personal beliefs, or attitudes
2. To be provided with information in a way that is understandable to you.
3. To have your information treated confidentially - we will not tell others what you tell us unless you want us to
4. To have the right to have someone present or to speak on your behalf
5. To be seen in a private and safe environment
6. To make a complaint about the service