



How to make a complaint

Youthlaw strives at all times to offer a high standard of service. We encourage you to let us know if you don't feel we have done so.

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 or email to our legal service :

- the lawyer you saw at the time
- the Principal Lawyer Anna Radonic c/o 19 King St Melbourne,3000 or anna@youthlaw.asn.au
- Youthlaw's Director c/o 19 King St Melbourne or ariel@youthlaw.asn.au)
- the Youthlaw Board via the Director

OR to the external body

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 do so.
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.