



MAKING A COMPLAINT

Youthlaw always strives to deliver a high standard of service. We encourage you to let us know if you feel we have not done so.

This could be because you:

- feel we have not properly communicated with you or kept you updated regarding your legal matter;
- feel your confidentiality and privacy has not been respected;
- feel that you have been treated unfairly or have been discriminated against;
- are not happy with the way that we have handled your matter;
- do not agree with a policy of Youthlaw.

We are a Child Safe Organisation. This means you should feel safe when you use our services. We urge you to report to us if you experience abuse by anyone working for Youthlaw. This abuse could be:

- Acting in a sexual way towards you;
- Personally contacting you or arranging to meet you when this is clearly not anything to do with providing a Youthlaw service.

All complaints are handled seriously, quickly, and confidentially.

HOW TO MAKE A COMPLAINT

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

- The lawyer you saw at Youthlaw;
- James Tresise
Youthlaw Principal Lawyer
c/o PO Box 501, Carlton South VIC 3053
james@youthlaw.asn.au
- Joanne Ellis
Youthlaw Deputy CEO
c/o PO Box 501, Carlton South VIC 3053
joanne@youthlaw.asn.au
- Ariel Couchman
Youthlaw CEO
c/o PO Box 501, Carlton South VIC 3053
ariel@youthlaw.asn.au
- Kelly Phan
Youthlaw Board Chair
c/o PO Box 501, Carlton South VIC 3053 (Mark confidential)
chair@youthlaw.asn.au



- The Legal Services Commissioner (body external and independent of Youthlaw).
03 9679 8001 **OR** 1300 796 344 (local call Australia-wide)
admin@lsc.vic.gov.au
www.lsc.vic.gov.au

WHAT HAPPENS AFTER I'VE MADE A COMPLAINT?

All complaints to Youthlaw will be documented and you will be contacted **within 7 days** of receiving your complaint.

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, 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 beliefs, 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 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.

ADDITIONAL RIGHTS IF YOU ARE A VICTIM OF CRIME

People who have been the victim of a crime have certain rights under the law and under the Victims' Charter Act 2006 (Victims' Charter). If you are considered a "victim" under the Victims' Charter, you have the following rights:

- to be treated with courtesy, respect, and dignity;
- if you experience any specific barriers to the justice system, to have these barriers considered;
- to be provided with information about services, entitlements, and assistance available to you;
- to be communicated with in a way that recognises your preferences and needs;
- to have your personal information protected.

If you consider that any of the above rights have not been complied with or respected by us or by any other agency you have had dealings with as a victim, you can make a complaint to us per the above or to the Victims of Crime Commissioner (VOCC) at enquiries@vocc.vic.gov.au or on 1800 010 017.

For more information about the Victims' Charter and your rights as a victim, you can visit the VOCC website: <https://victimsofcrimecommissioner.vic.gov.au/about>.