



Department of  
**Creative Industries,  
Tourism and Sport**

# Complaint Handling Policy and Procedure

For Children and Young People 



# Contact us



08 6552 7300



info@cits.wa.gov.au



PO Box 8349  
Perth Business Centre, WA

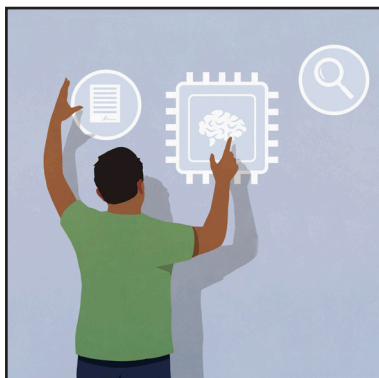


www.cits.wa.gov.au

## Please tell us if you need:



- an interpreter – somebody who speaks your language.



- information in a different way – for example, a print version.

# What's in this document

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# About this document



- The Department of Creative Industries, Tourism and Sport (CITS) wrote this document.
- When you see the word ‘we’, it means CITS.



- We wrote this document in an easy-to-read way.
- We use pictures to explain some ideas.



- Any difficult words are in **bold**.
- We explain what these bold words mean on page 16.



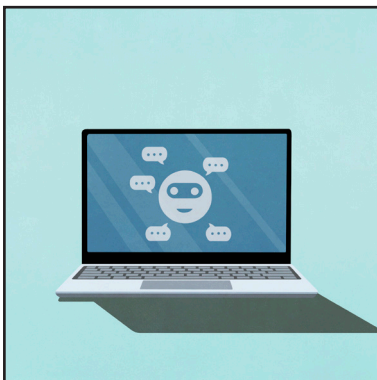
- You can ask for help to read this document.
- A friend, family member or support person may be able to help you.

# What is this policy and procedure about?

## This policy and procedure document:



- Explains the rules we follow when working on a complaint about our **services** or our people.

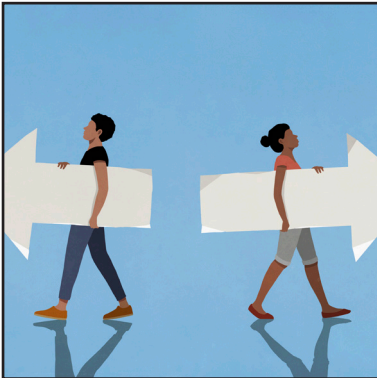


- Tells you how we receive and work on complaints.



- Can be used to help you understand the rules we follow if you make a complaint.

# We need this document to make sure everyone who works for us understands:



- How to work on a complaint.



- The rules to follow when working on a complaint.



- This includes people who are **volunteers** and **contractors**.

# What is a complaint?

A complaint is when you tell us:



- You are unhappy about the way you have been treated or you feel unsafe or unhappy about something.

A complaint to us can be about:



- If you are involved in a CITS sport, recreation camp, or **cultural activity**, or use an arts **facility**, and:
  - you didn't like the way you were treated
  - someone did something to you that made you feel unsafe
  - a decision that was made for or about you was unfair.



- Complaints are important to us and help us make our **services** better and help everyone feel safer.

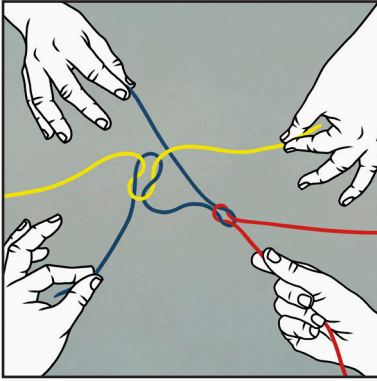


- You can [click here to find out more about the rules we follow when working on your complaint.](#)



- You can [click here to find out how to make a complaint.](#)

## When we receive a complaint, we keep record of:



- What your complaint was and how we fixed it.



- If you choose to complain, your information will come to us and will be kept safe.

# 10 rules we follow when dealing with complaints

1

We show that we care about fixing problems and getting **feedback**.

6

We keep personal information private.

2

We make sure everyone knows how to complain.

7

We try our best to give people **options** to help with their complaint.

3

We make the steps to complain easy to understand and use.

8

We let people know what they can do if they don't like our response.

4

We quickly say we got the complaint and keep the person who made the complaint updated on what we are doing about it.

9

We know who's responsible for dealing with complaints and what we did when we got a complaint.

5

We treat all complaints fairly.

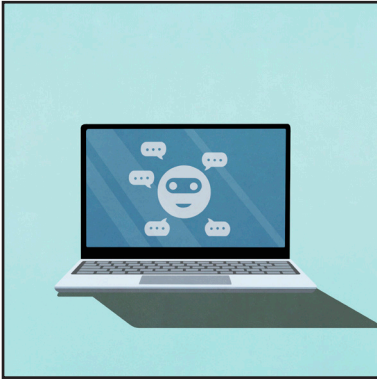
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We use complaints to make our **services** better.

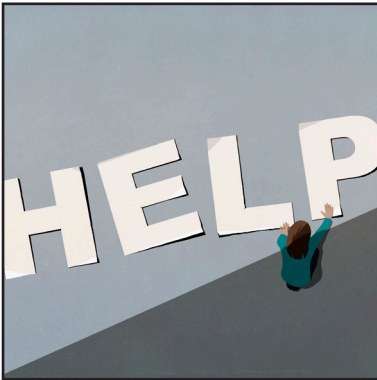


# How we receive complaints

We receive complaints in different ways:

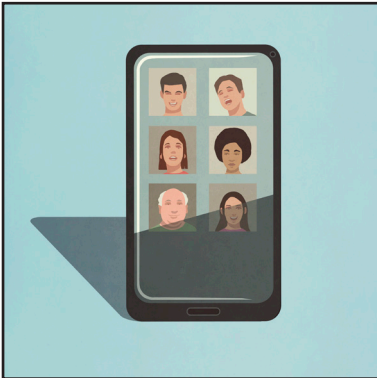


- From the CITS online complaints form.
- From emails.
- From letters.
- From phone calls.



- If your complaint tells us you need help urgently because you are not safe, we will need to share your complaint details with other people who can help immediately.
- This can be another government department or the police.

# How we work on complaints



- There are different teams in CITS.
- For example, Sport and Recreation and Creative Industries.



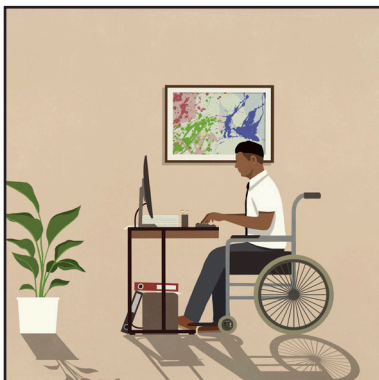
- When your complaint is received, it will be sent on to the right team in CITS.

## People who work in the team will:



- Read your complaint.
- Check that your complaint is something we can help with.
- Make sure you have given us information we need to help with your complaint.
- Contact you to let you know we have your complaint.

## They will also let you know:



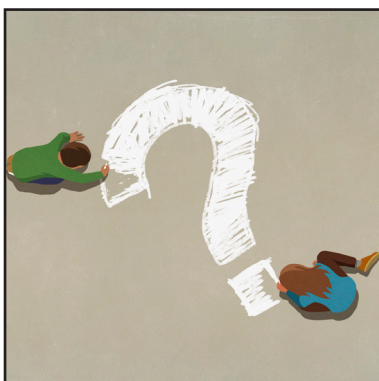
- How they will be working on your complaint.
- How long this may take.
- Who is working on your complaint.

This will be done within 3 weekdays.

## If we need to do more investigation about your complaint:



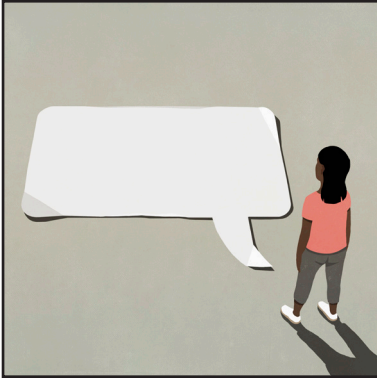
- We will keep your information private and safe.
- We will only use your information to try to help with the complaint.



- We will ask you if you want to know what's going on while we investigate.

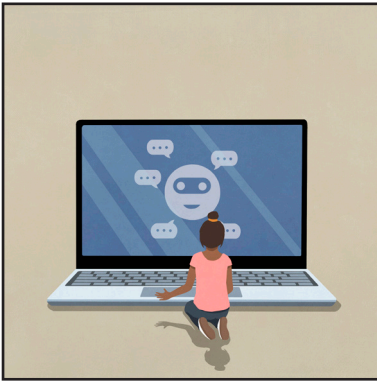


- If you don't want regular updates, that's okay.
- If you want to know what's going on while we investigate, we will update you.



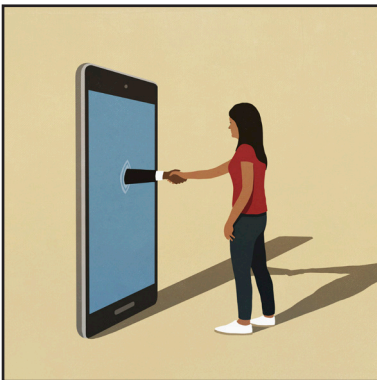
- We will listen, be respectful and believe what you say.
- You will be taken seriously.

**When a decision has been made about your complaint, we will contact you within 15 weekdays to explain:**



- What we did with your complaint.
- How the decision was made about your complaint.
- The reasons for your decision.
- What you can do if you are not happy with the decision.

**We can tell you in different ways like:**



- Talking in person or over the phone.
- Through a support person.
- With a translator or interpreter.

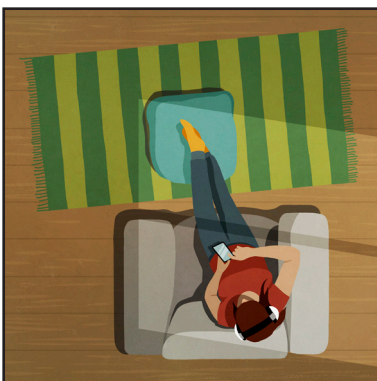
# If you are not happy with our decision



- If you are not happy with how we have helped you with your complaint, you can request a review or contact the **Ombudsman's** office.



- You can use the online complaints form on their website.



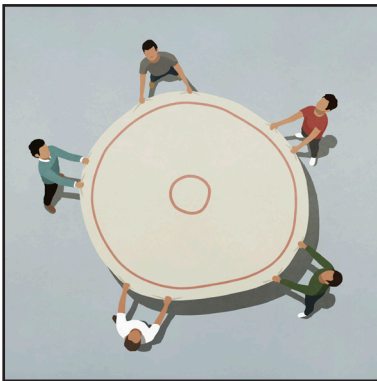
- Or you can call them on (08) 9220 7555 or 1800 117 000 (free from landlines).

# Word list



- **Contractor**

A contractor is a person or a business that is hired by us.



- **Volunteers**

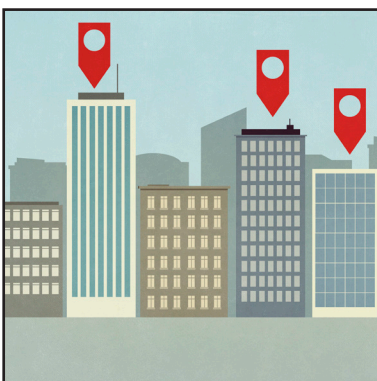
Volunteers are people who work without getting paid.

They usually do work that helps others.



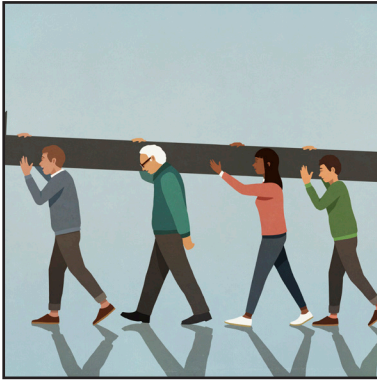
- **Cultural activity**

Examples of cultural activities are art displays, concerts, dance performances, plays, sport events and reading at the library.



- **Facility**

A facility is a building where certain things happen or services are provided.



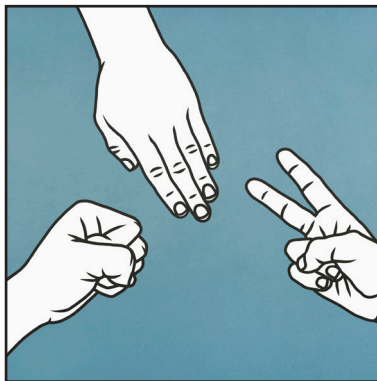
- **Services**

Services are helpful actions that people do for others.



- **Feedback**

Feedback is information you give to someone to say what they did well and what they could do better next time.



- **Options**

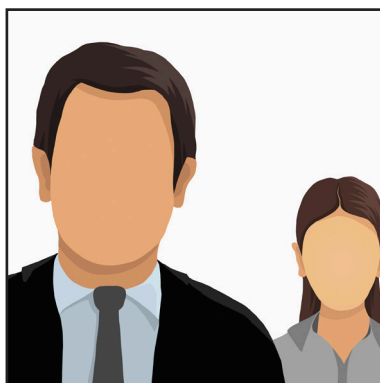
Options are different choices you can pick from.



- **Cultures**

Your culture is:

- your way of life
- your traditions and practices
- how you think or act now because of how you grew up.



- **Ombudsman**

The Ombudsman is a person who receives, investigates and makes decisions about complaints about State Government agencies in Western Australia (like CITS).