



# Making a complaint

## Supports for young people

**Making a complaint is not easy. It takes time and courage to speak up and tell your story.**

Having someone to support you through the process can help.

You can talk with someone you trust – like a parent, friend, carer, teacher or coach.

There are also services that can help you make a complaint if you don't want to do it on your own.

**Here are some services that can support you:**



**Health Consumers' Council** – individual advocacy service. This may be working with you to make a complaint and/or speaking, acting or writing on your behalf.

Call (08) 9221 3422 (extension 1) or email [advocacy@hconc.org.au](mailto:advocacy@hconc.org.au)



**Commissioner for Children and Young People** (CCYP) – advice about who can help you. They cannot get involved in individual complaints about other organisations but are happy to listen to whatever you want to say.

Call CCYP on (08) 6213 2297 or [email the Commissioner](#)



**Health and Disability Services Complaints Office** (HaDSCO) – help with complaints about health, disability, or mental health services in Western Australia and the Indian Ocean Territories.

Call HaDSCO on (08) 6551 7600 or 1800 813 583 (free from Landlines)



**Kids Helpline** – online and phone counselling for children and young people. Available 24 hours a day, 7 days a week.

Call Kids Helpline on 1800 55 1800 or email [counsellor@kidshelpline.com.au](mailto:counsellor@kidshelpline.com.au)



**Translating and Interpreting Service** – help for non-English speaking people.

Call 131 450 or visit [www.tisnational.gov.au](http://www.tisnational.gov.au)