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| Got a worry? |
| Raising concerns or complaints in care services for children and young people |

# Are you worried or unhappy?

The Department of Families, Fairness and Housing looks after all children and young people who cannot live at home. Children and young people in care services (which was called out of home care) may be living with other family members, a foster family or in residential care.

We asked young people how we can improve the Department of Families, Fairness and Housing’s complaints process. We listened to you and have made it easier to raise concerns or complaints.

You have the right to speak with someone if you are unhappy or worried about your care.

# What should you do?

If you are unhappy or worried, you can speak to someone you trust, like a family member, a worker, your case manager, or the service provider who looks after you.

You can also contact the department’s friendly complaints team.

**Check out our** [web page](%20web%20page) <https://www.dffh.vic.gov.au/making-complaint-children-and-young-people-out-home-care>.

**On it you will find**:

* A short video that tells you how to make a complaint.
* Contact information for people that can help you.
* A simple and easy online form to help you make a complaint or give feedback.
* A phone number to call the department’s Compliments and Complaints team.

# Title: Complaints awareness three children - Description: decorativeIt’s OK to tell someone

Remember, you have the right to:

* Feel safe and happy in care services.
* Say how you feel and be heard.
* Tell someone if you are unhappy.

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