

Dotted lines for writing.

**What would you like to happen?**

Dotted lines for writing.

### **How will I know Carers SA has listened to my feedback?**

If you have made a complaint, and depending on the nature of your complaint, we will contact you within 5 working days.

### **What will happen with my feedback?**

#### **Your Complaint**

Carers SA will keep you and your parent or guardian, where applicable, updated about when the problem is resolved.

If you would like more information about the Carers SA complaints process please refer to [www.carerssa.com.au](http://www.carerssa.com.au)

#### **Feedback & Ideas**

We will share your feedback and ideas with the relevant people in Carers SA. Your ideas can help us strengthen and improve support for you and other young people.

### **How to submit this form**

#### **Print and post to:**

Carers SA 338 Tapleys Hill Road, Seaton SA 5023

**Scan and email to:** [info@carerssa.com.au](mailto:info@carerssa.com.au)

**Call:** Carers SA on 08 8291 5600



338 Tapleys Hill Road, Seaton SA 5023  
Phone 08 8291 5600 [info@carerssa.com.au](mailto:info@carerssa.com.au)  
[www.carerssa.com.au](http://www.carerssa.com.au)

*Carers SA is committed to the safety, participation and empowerment of all children and young people.*

# **SPEAK UP**

## *Your voice is important to us*



# Your Voice is important to us...

It is important to speak up and give your feedback when you:



are happy with us or our services



are not happy with us or our services



have an idea that will help us improve our services for other young people and you



### As a child or young person you have the right to:

- Feel safe, supported and respected
- Have a voice in decisions and matters that affect you
- Get help when you need it
- Make a complaint or give feedback and have us take it seriously
- Be safe from harm or risk of harm
- To practice your own culture, language, religion and sexuality

## Complaints / Feedback Form for Children and Young People

### I want to offer

- Positive feedback
- Share an idea
- Make a complaint

Date: .....

### Contact Details (optional)

Name: .....

Email: .....

Phone: .....

### Details of Complaint / Feedback

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