Making a complaint - Children's Guide

What is a complaint?

A complaint is when you tell us you are unhappy about something the council has done.

This could include how a council worker, a volunteer (someone helping out for free), or a contractor (someone the council hires to do a job) has acted or treated you, how we have handled a problem you told us about, or something that happened at a council place or event.

It is always okay to speak up, including when:

- You don't feel safe
- Someone has hurt you
- You don't like how you are being treated
- You are upset about something at a council event (like Storytime), a job we do (like looking after a playground), or a program we run (like Art Club)

When can you make a complaint?

You can make a complaint any time - even if the problem feels small.

Please tell us if:

- You think we have been unfair
- You feel unsafe at a council event or building (like the library, or a kindergarten)
- A council worker, volunteer, or contractor has made you feel upset, unsafe or has hurt you

How do you make a complaint?

It can feel hard to speak up - but you don't have to do it alone.

Ask a grown up you trust to help you. This could be:

- A teacher
- A parent or family member
- Another adult you trust (as long as they are not part of the problem)

Be ready to make your complaint:

1. Plan what you want to say - you can practise with someone you trust
2. Write down your story with your helper:
   - Who or what it's about
   - When it happened
   - Why it upset you
   - How it made you feel
   - What you think could make it better

What happens next?

We will:

- Listen to you
- Take your complaint seriously
- Let you know what we are doing to fix the problem

What to do next

Kids Helpline
Call any time for free
→1800 55 1800

Wodonga Council
→ (02) 6022 9300
✉ info@wodonga.vic.gov.au

National Relay Service
For hearing or speech support

Type and Listen (TTY)
→ 133 677 ask for (02) 6022 9300

Speak and Listen
→1300 555 727 ask for (02) 6022 9300

Internet relay iprelay.com.au
→ ask for (02) 6022 9300

Translating and Interpreting Services (TIS)
→ 131 450 or tisnational.gov.au

CITY OF WODONGA VIC