

Child Safe Complaints Form

If you want to make a complaint, we will listen, treat you with kindness, and let you know how long it might take to see an outcome.

If you need help filling out this form, you can ask someone you trust – like a staff member, friend, family or community Elder – to support you.

Tell Us About You

Note: You do not have to tell us your name, postal address phone number or email address, but it may be harder for us to help.



First Name

Last Name



Postal Address



Home Number

Mobile Number



Email address

Tell Us About Your Complaint



What happened and what are you unhappy with? Tell us what happened.



When did it happen and has it happened before?



What would make you happy? Tell us what you would to happen?

Tell us how we can contact you

We might need to talk to you to help fix your problem. Are you ok with this?



Yes ☐ No ☐

If yes how can we contact you? Tick one or more?

Phone Call ☐ Text Message ☐ Email ☐



Call a Person you trust e.g. parent, friend, neighbour, support worker ☐

Tell us their name and phone number

Please note if you are not okay with us contacting you, we might only be able to work with the information you have given on this form.

What Next?

You can email this form to us or give it to a staff member you trust.

Our email address is complaints@frcq.org.au



If you want someone to help you with this, you can bring a friend, an Elder, or an adult that you trust along to help you when making your complaint.

Aboriginal and/or Torres Strait Islander peoples can ask to speak to a person of their own culture. If you need an interpreter, call **Translations** on (07) 3123 4887.

Privacy Statement

Personal information is handled in accordance with the Information Privacy Act 2009 (Qld).

The Family Responsibilities Commission (FRC) asks for your name and other details (email, phone, address) so we can deal with your complaint. The FRC is committed to protecting the privacy and confidentiality of individuals who make complaints or raise concerns about child safety. Any personal information provided as part of a complaint will be treated with the utmost care and will not be disclosed without your consent, except in circumstances where disclosure is required by law or is necessary to ensure the safety and wellbeing of a child or young person.

For more information see our [Privacy Policy](#).

Office Use Only

Complaint File Number	
Date FRC Received Complaint	
Complaint Logged FRC Complaints Register ?	Yes/No