

Children & Young People's guide: How to make a complaint

Step 1

Tell Mernda Neighbourhood House what you're worried about

Tell a staff member, program facilitator, the Manager or Child Safety Officer your concern

Step 2

We'll listen to you and support you to take the next appropriate step

Step 3

If the problem isn't fixed, you can email us or ask a staff member to write it down

Step 4

Mernda Neighbourhood House will tell you they got your complaint within 2 days.

Step 5

If it is urgent or you feel unsafe:

- Tell MNH Child Safety Officer straight away
- Call 000 if you are in danger
- Call the Kids Helpline 1800 55 1800

Step 6

Mernda Neighbourhood House will work out how to help and get back to you within 10 days with an answer.

If you are not happy with the answer, you can tell us.

- Someone else at Mernda Neighbourhood House can help you, or
- you can ask for information about who to contact outside Mernda Neighbourhood House for help