

LEGAL POLICY

Child Complaint Form

1.0

A child-friendly way to tell us about a concern.
You do not have to give your name to make a
complaint.

DATE

4 December 2023

ABN

74 101 234 664

Real World Technology Solutions · rwts.com.au

A complaint form is a formal way of letting someone know you are unhappy about something. After filling in this form, we will listen to you and your problem and work on a solution. You can ask a family member or a staff member to help you with this form. Once completed, please submit the form to privacy@rwts.com.au.

Your name and contact details. You do not have to give us your name and contact information to make a complaint, but it will be easier for us to help if we can contact you. Please tell us your first name, family name, phone, email and address, and how you would like to be contacted (phone, email or in writing).

Tell us about your concern. A 'concern' is something that might be making you or someone else feel unhappy, frightened or angry. You can write it down, draw a picture, or both.

What would make the problem better? Tell us what you would like to happen.

What will happen next? This is completed jointly between the child and Real World Technology Solutions staff.

Thank you for taking the time to complete the form. We recognise that it can feel difficult and uncomfortable to make a complaint. A Real World Technology Solutions staff member will contact you to make a time to talk about your complaint with you and either a parent/carer or other support person. Real World Technology Solutions will try to find a way to make this problem better for you.

To request a printable copy of this form, contact us on **1300 798 718** or privacy@rwts.com.au.