



# Children and Young People We'd Love to Hear Your Thoughts

Offer a compliment, suggestion or make a complaint

## For more information

Refer to the Department's Customer Feedback Management Policy and Procedures at [www.dotag.wa.gov.au](http://www.dotag.wa.gov.au)

Or contact:

**Customer Services Co-ordinator**  
**Department of the Attorney General**  
GPO Box F317  
PERTH WA 6841  
Phone: 9264 1600  
Fax : 9264 9713

For urgent help, contact:

**Crisis Care:** 9223 1111 or freecall 1800 199 008  
(not free on mobiles)

**Kids Helpline:** freecall 1800 55 1800  
(not free on mobiles)

**Police:** 131 444 or 000 (emergency only)

Your details will be kept for internal use only and will not be passed to external parties.



Court and Tribunal Services Division

VSS-CS | SEP09 | JAN13 / 1000

## Tell us how you feel!

We want to know if you are happy, unhappy, or disappointed with something the Department has done, or if you have a suggestion about how we can do something better.

All feedback will be taken seriously and treated confidentially.

Children and young people come in contact with the Department of the Attorney General through several ways, including:

- the Children's Court of WA
- Child Witness Service
- Family Violence Service
- Victim Support Service

## What we do with your feedback

1

We will let you know within five working days that we have received your feedback and give you details about staying informed.

2

We will investigate the issue and may need to contact you for more information.

4

If you are unhappy with the result you can talk more about the issue with the Department, or contact the Ombudsman

3

You will be told of the result within 10 working days.

