Complaints Process

How will I know if AFLCY is dealing with my complaint?
We will contact you as soon as we can within 3 working days of receiving your complaint to talk to you about it.

What will the AFLCY do about my complaint?
Once we have spoken to you, we may need to do more investigation. We will ask if you would like to be kept informed while we do this.

Yes, I want to know what's going on.
AFLCY's staff will give you updates about how your complaint is being handled. We will try to solve the problem within 15 working days. When the problem has been solved the General Manager will contact you to explain what happened.

I don't want to know what happens.
If you don't want regular updates that is okay. We will try to solve the problem within 15 working days. When the problem has been solved the General Manager will contact you to explain what happened

What if I'm still not happy?
If you are not happy with the result you can contact the Complaints Unit Dept Child Safety Youth Women Phone 1800 080 46

Email: admin@aflcy.com.au
Phone: (07) 4054 5199
Fax: (07) 4054 5399
Address: 45 - 61 Tills Street, Westcourt Cairns 4870