

Where or to whom can I direct a complaint?

Despite all our efforts within our cooperation, situations may arise where you are not content and wish to complain. We believe it is most sensible to directly speak to the concerned individual about the reason for your complaint. Should that for any reason not be possible, you can turn to another individual who will support you until the issue is cleared or resolved. Who you reach out to is up to you. For this reason, we suggest here different individuals you can contact in case you need help or wish to complain.

LODGE A COMPLAINT WITH OUTLAW

Care supervisor at project site:

_____ Phone _____

Adviser:

_____ Phone _____

Division manager : _____ Phone _____

Regional manager: _____ Phone _____

Outlaw central complaints office: beschwerde@outlaw-jugendhilfe.de

LODGE A COMPLAINT OUTSIDE OF OUTLAW

Youth welfare office :

_____ Phone _____

Ombuds office:

_____ Phone _____

Trusted person: _____ Phone _____



Your right to complain

Here's how it's done

Wir finden den Weg. Gemeinsam.

Outlaw
Kinder- und Jugendhilfe

Your opinion matters!

Our live-in educators and all employees at Outlaw gGmbH are there to help your children. And we need your help to do our very best. We take your opinion seriously and work together with you to plan and implement aid programs for your child during the period where he/she lives in an Outlaw gGmbH project site.

Your opinion helps us:

- shape your aid program together,
- learn if we do our job well or areas where we may improve,
- respond promptly to difficulties, wishes and suggestions,
- match up our ideas and opinions of your child.



We cordially invite you to include your opinion in our mutual care program. Despite a trusting and constructive cooperation, situations may arise where you feel upset over the course of your child's aid program. In this case, you have the opportunity to lodge a complaint!

When can you complain?

The answer is very simple: Always!

Here are some examples:

- You feel treated unjustly.
- You do not agree with something.
- Your rights are being violated.
- You have suggestions for improvement.

What happens with your complaint?

All persons at Outlaw have to abide by certain rules when processing your complaint. For instance, the complaint always has to be discussed with another person. This guarantees that no complaint simply vanishes or is evaluated unduly.

Additionally, you will be included in each subsequent step and contacted within ten days with a response outlining what we are undertaking together with you to improve the situation.

OUR PROMISE TO YOU:

We take every complaint seriously!