



WHERE OR TO WHOM CAN I DIRECT A COMPLAINT?

Some problems are best solved on the spot with those involved. But sometimes you might want to take a step back and speak to someone you don't live with or know personally! Here are some suggestions for possible contact persons in case you want to lodge a complaint:

LODGE A COMPLAINT WITH OUTLAW

Trusted person at your home:

_____ Phone _____

Adviser: _____ Phone _____

Division manager: _____ Phone _____

Regional Manager: _____ Phone _____

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

LODGE A COMPLAINT ELSEWHERE

Parents: _____ Phone _____

or other trusted person: _____ Phone _____

Guardian or court-appointed caregiver:

_____ Phone _____

Youth welfare office: _____ Phone _____

Ombuds office: _____ Phone _____

Nummer gegen Kummer (support helpline):
0800 1110333 oder 116111 (free call!)

Online counseling
www.jugend.bke-beratung.de



YOUR RIGHT TO COMPLAINT

Here's how it's done

Wir Finden den Weg. Gemeinsam.

Outlaw
Kinder- und Jugendhilfe



YOUR COMPLAINT CONTACTS WITH YOU ALWAYS

Simply cut along the dotted line and keep this card in your wallet or purse and take the right contact person with you at all times.

LODGE A COMPLAINT WITH OUTLAW

Trusted person at your home:

_____ Phone _____

Adviser: _____ Phone _____

Division manager: _____ Phone _____

Regional Manager: _____ Phone _____

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

YOUR OPINION MATTERS!

At Outlaw, we want you to know that you are in good HANDS and we are here to help. We can only accomplish this goal with your help – we need to know your opinion.

Your opinion helps us:

- structure your home environment and daily life together with you,
- find out what we are doing right and where we can improve,
- find out when you feel unfairly treated,
- find out when someone has treated you inappropriately,
- find out when your rights have been ignored.

You matter to us. Please share your thoughts and opinions with us. We have a sympathetic ear for you.

There are issues you want to discuss directly with the persons you live with. But sometimes mistakes may happen. That is true of every child, adolescent and adult – including employees of Outlaw.

Some misconduct can and should be righted by an appropriate apology. But sometimes that's just not enough! Some types of behavior are completely wrong. If you witness or are subject to such behavior, you should lodge a complaint.

It is your right to complain!

WHEN CAN YOU COMPLAIN?

The answer is simple: always!

Here are a few examples:

- You feel unfairly treated.
- You do not agree with something.
- You do not feel included in decision-making.
- You have the feeling you're not being heard.
- You are being hurt (physically or mentally).
- Your rights are being violated.
- You have suggestions for improvement.

WHAT HAPPENS WITH YOUR COMPLAINT?

We are committed to helping you find the right person to complain to. There are clear rules that apply to the person you lodge your complaint to. For example, he or she is required to discuss your complaint with someone else. This ensures that your complaint is both attended to and not decided by just one person. He or she is also required to include you in all subsequent steps and contact you within ten days with a response outlining what we are undertaking to work on and improve the situation with you.

Our promise to you:

WE TAKE EVERY COMPLAINT SERIOUSLY!



LODGE A COMPLAINT OUTSIDE OUTLAW

Parents: _____ Phone _____

Trusted person: _____ Phone _____

Guardian or court-appointed caregiver:
_____ Phone _____

Youth welfare office:
_____ Phone _____

Ombuds office:
_____ Phone _____

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0800 1110333 oder 116111 (free call!)

Online counseling:
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