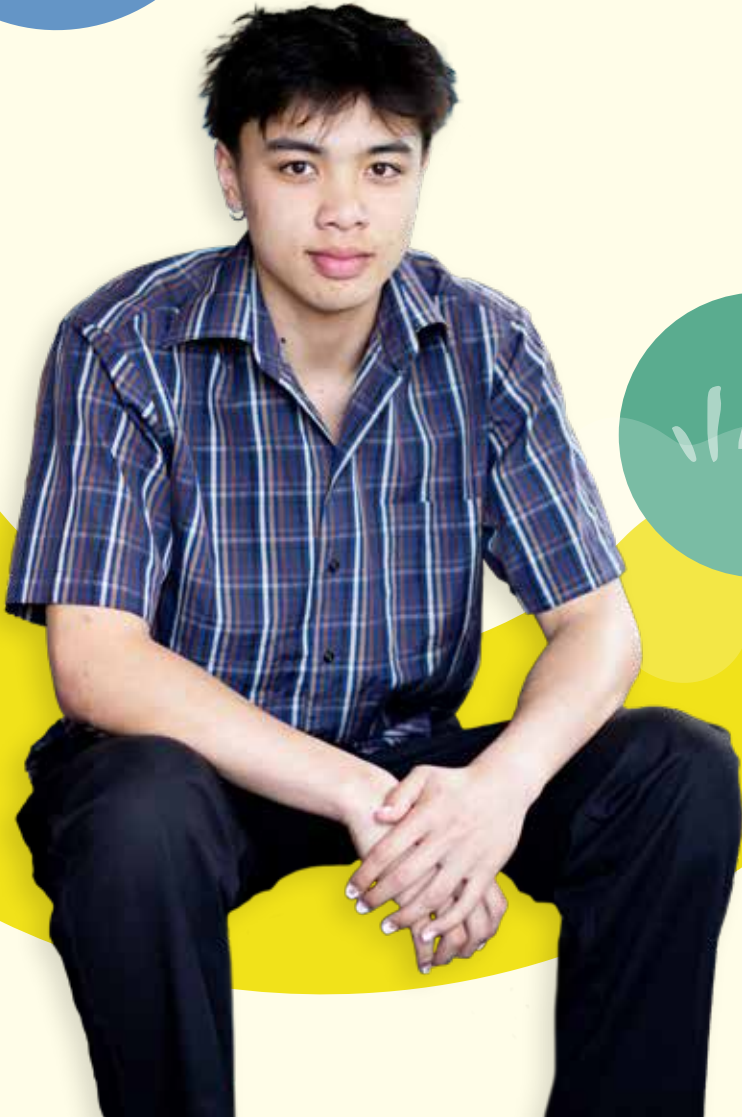
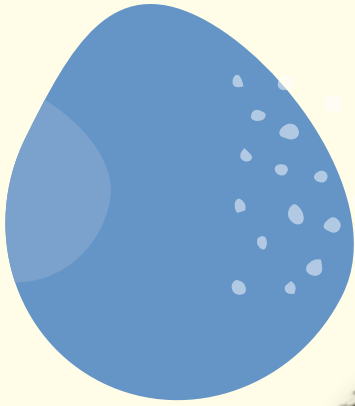


# Getting support and making a complaint

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A guide to advocacy, monitoring  
and complaints for tamariki (children),  
rangatahi (young people) and their  
whānau (family).





# The oranga tamariki **system**

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There are lots of organisations responsible for providing services and support to those tamariki (children) and rangatahi (young people) known to Oranga Tamariki. There are government organisations such as Oranga Tamariki, Police, and health and education organisations, iwi, hapū, and Māori social services as well as community organisations.

Services and support includes early intervention, care, youth justice and transitions out of care. This also includes work to support whānau (family) wellbeing and reduce risks to tamariki.

# Who we are

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The three of us work together to look out for tamariki and rangatahi.

**The Ombudsman** helps resolve people's complaints about Oranga Tamariki and other care providers. They also look into and investigate issues arising from complaints.

**Find out more** at [ombudsman.parliament.nz/children-in-care](https://ombudsman.parliament.nz/children-in-care), email [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz) or phone **0800 184 184**

**Aroturuki Tamariki, the Independent Children's Monitor**, listens to the voices of tamariki and rangatahi, and their whānau, in monitoring the system. This includes checking if the needs of tamariki and rangatahi are being met, services are being delivered effectively, and outcomes improved. Our monitoring reports are used by others to advocate for system change.

**Find out more** at [aroturuki.govt.nz](https://aroturuki.govt.nz), email [info@aroturuki.govt.nz](mailto:info@aroturuki.govt.nz) or phone **0800 777 232**



### **Mana Mokopuna - Children and Young People's Commission**

advocates for the interests, rights and wellbeing of all mokopuna (children and young people), including those in the oranga tamariki system, and where needed, helps mokopuna and their whānau navigate the system to resolve problems.

**Find out more** at [manamokopuna.org.nz](http://manamokopuna.org.nz), email [children@manamokopuna.org.nz](mailto:children@manamokopuna.org.nz) or phone the Child Rights Line on **0800 224 453**



Check out our video for tamariki and rangatahi 'feeling a little lost at sea'. It explains our roles in the system and where to go to for help. Go to: [vimeo.com/showcase/kaitiaki](https://vimeo.com/showcase/kaitiaki)

# Making a complaint

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If you have a concern about Oranga Tamariki or another care provider you can make a complaint.

## **Making a complaint about Oranga Tamariki**

You can make a complaint to Oranga Tamariki by calling **0508 326 459** or fill in the online form at [orangatamariki.govt.nz/complaints](https://orangatamariki.govt.nz/complaints)



## **Making a complaint about another care provider**

Check the website of the care provider for information about how to make a complaint. If you need help, get in touch with the Ombudsman on [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz)

### **How the Ombudsman can help with complaints**

Contact the Ombudsman if you aren't happy with the response from Oranga Tamariki, or the provider, or if you're feeling unsure or just want advice. The Ombudsman can help.

You can also let them know about complaints about other government organisations.

### **For tamariki and rangatahi**

There's a separate complaints process and website for tamariki and rangatahi, and trusted adults speaking on their behalf.

They can go directly to the Ombudsman without talking with Oranga Tamariki or the care provider first.

See [nau-mai.nz](http://nau-mai.nz) for more details.

# Worried about tamariki or rangatahi?

If you see or hear about tamariki or rangatahi who may be in immediate danger act now, contact the **Police on 111** or **Oranga Tamariki on 0508 326 459**

Don't look away and don't assume someone else is acting.

# Not sure what help you need?

If you're not sure what to do, any of us can help you navigate the system. **Mana Mokopuna, Aroturuki Tamariki**, and the **Ombudsman**.