

# DO YOU HAVE A COMPLAINT?



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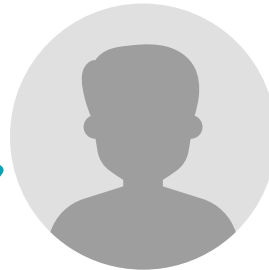
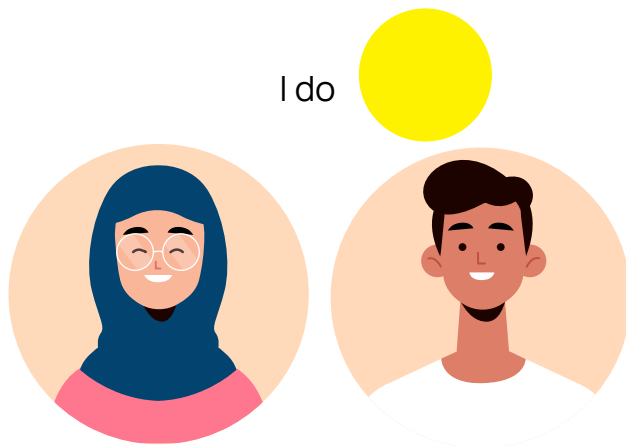
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## Do you have a complaint?

I do

My guardian does



+

### What is a complaint?

- Anything that violates your rights!  
*(Ask and find out what they are)*
- Whatever bothers you!
- Whatever puts you in danger!



### Are you happy with your guardian?

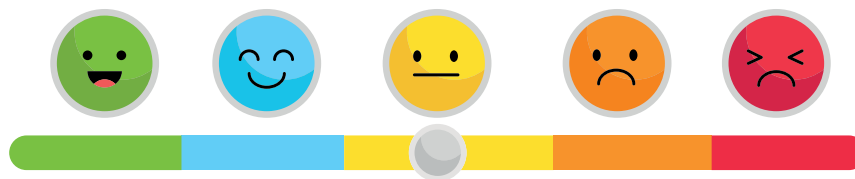
YES



Great!



Your guardian is doing as best he/she can for you.



NO



Do you have any complaints?



Then you should say so!

# How and where can you express your complaint?

Wherever and however you want! Choose the way that is best for you:

Send a text or  
voice message via



**(+30) 690 80 91 459**

Fill in the  
complaint form



and place it in a complaint box  
at METAdrasi's offices.

Fill in the online form  
here:



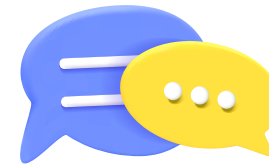
<https://metadrasi.org/en/under/>

Send an e-mail



[guardianshipcomplaints@metadrasi.org](mailto:guardianshipcomplaints@metadrasi.org)

Talk to or request a meeting with  
your guardian's coordinator

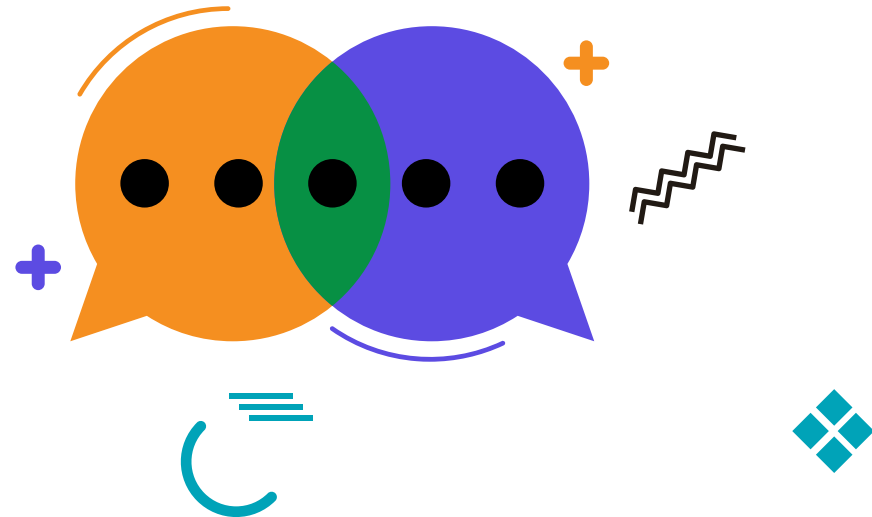


or with METAdrasi's Child Protection  
Policy Officer

# What will you say and what happens next?

## Describe:

- 😞 Who or what are you unhappy with?
- 📍 Where and when did this happen?
- ❓ What would you like us to do about it?
- 😊 What would make you happy?
- ❓ Have you already talked to someone about this?
- 💬 Would you like us to get in touch with you?



## And then?

Your guardian's coordinator and METAdrasi's Child Protection Policy Officer will receive your complaint and **do their best to find a solution!**

This may take a few days...

- They may need to call you to talk (if you want to).
- They may talk to your guardian.
- They may need to change your guardian.
- They may take further steps if the issue is very serious.



## What will happen to me?

### Nothing at all!

You may have to talk about it (if you want to), but you shouldn't feel like you did anything wrong.

Your guardian's coordinator and METAdrasi's Child Protection Policy Officer will make sure you are safe!

