
Our Commitment

youthconnections.com.au wants to give you the best quality service possible. If you have found our service helpful or have any ideas on how something can be done better, please let us know.

We also want to know if you are not happy or have concerns about any part of our service.

Can I comment on anything?

Yes! You do have the right to express your comments about any part of any service at *Youthconnections.com.au*. A comment may be:

- a compliment
- a suggestion
- an idea
- a fear
- a concern
- a complaint

If you have a complaint read this brochure about what you can do.

Making a complaint can be difficult, so if you do have a complaint about youthconnections.com.au this is a guide to help you...

What do I do?

1. First it is best to talk to the person concerned. If you do not feel comfortable about this, you can speak or write to their supervisor.

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2. If the complaint is about a staff member, please contact the Manager on 4322 8600.
 3. If the complaint is about the Manager, or Member or Director of the *youthconnections.com.au* Board, please contact the Chairperson of the *youthconnections.com.au* Board of Directors.

What happens after that?

Your complaint will be recorded in a separate file so that the problem can be dealt with sensitively and quickly.

You will receive a letter within 14 days of making your complaint. This letter should:

- re-state your comments to ensure *youthconnections.com.au* understands your complaint.
- give the name of the person who is managing your complaint and how they may be contacted.
- state the time and the steps the worker will take to deal with your concerns.

What happens after I get my letter?

Once you have received your letter the *youthconnections.com.au* worker handling your complaint will contact you to talk about what you want to do and the next steps.

If we have not been able to resolve the complaint within the 14 days we will ask you to formalise the complaint in a letter (if you have not already done so).

youthconnections.com.au aims to investigate and resolve all complaints within a further 28 days of receipt of the written complaint. If this is not possible we will write to you and explain why.

All complaints will be dealt with:

- Seriously
- Quickly
- Confidentially; and
- Without stopping your right to use *youthconnections.com.au* services

Can I have someone to help me?

Yes! It is OK to have a friend or person you trust to help you in any of your dealings with *youthconnections.com.au*. This person can help you put your comments in writing, be with you when you put forward your comments or attend any meetings.

What if I need an interpreter?

youthconnections.com.au will assist you if you need an interpreter. There will be no cost to you for this service.

Complaints Flow:

Complaint verbal or in writing



Staff member allocated as complaint handler, must review complaint within 7 days



Letter to person confirming receipt of complaint and informing them of action to date



Within next 7 days contact client with proposed resolution, if not acceptable to client, invite written complaint



Within next 28 days investigate and resolve written complaint, inform person of action taken, include opportunity for/offer of mediation



Within 6 months, Manager must review actions taken and ensure follow up



How to Contact Us:

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or
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2259

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Fax: 4350 2601

administration@youthconnections.com.au

Visit our website at:

www.youthconnections.com.au



Feedback Process at Youth Connections

youthconnections.com is committed to providing the best possible service.

We value your feedback, please take the opportunity to read about your rights and how to take the appropriate action.

