



youthconnections.com.au Complaint/Feedback Form

At Youth Connections we value your feedback. We like to make it easy for you to provide feedback about our program regardless of its nature.

Simply fill out this form and send it to the address below. If you prefer, you can ring or visit our website. Our website provides you with a link to email us your feedback straight away.

PERSONAL DETAILS

Title: _____ Last Name: _____ First Name: _____

Address: _____ Post Code: _____

Telephone (home): _____ Mobile: _____

Other ways to contact you (facsimile, email): _____

Are you the person effected by the complaint? Yes No (if no please advice of relationship to the person affected by the complaint:

Parent Friend Other (please specify) _____

If you are acting on someone's behalf, please advise his or her details:

Title: _____ Last Name: _____ First Name: _____

Address: _____ Post Code: _____

Telephone Number (home): _____ Mobile: _____

Does the person affected by the complaint have a disability or special needs? Yes No

COMPLAINT / FEEDBACK DETAILS

Have you raised your complaint with us before? Yes No If yes, tell us who you spoke to, what you were told and why you are still dissatisfied. Attach any documentation you have from your previous contact. Use a separate sheet if needed.

For **NEW** complaints / feedback, tell us **what** happened? **Who** was involved? **When** and **where** did it happen? For example, does your complain / feedback involve a decision that impacts on you or perhaps the quality of service? Make sure you tell us the specific area the problem occurred, particularly for regional services. Attach a separate sheet if needed.

What would you like to see happen as a result of your complaint / feedback?

WHAT TO EXPECT

We take complaints seriously. We will contact you within 7 working days of receiving this complain to advise you of what we will do and the expected time it will take. Your information will be treated with confidentiality. Thank you for bringing this matter to our attention. Simply fill out this form and send it to:

The Manager
youthconnections.com.au
PO Box 3557
Tuggerah NSW 2259

Alternatively you can call direct on 4350 2600 or toll-free on 1800 796 884
or lodge your complaint on our website at www.youthconnections.com.au

For office use

Complaint received by Phone Email Fax Letter In Person
 Other _____ Date received: _____

Staff member that received the complaint: _____

Position: _____

Summary of any advice provided to complainant on initial contact:

Complaint referred to: Team Leader General Manager Date referred: _____

Summary of any further advise provided to complainant:

Nature of Complaint: Customer Service Policy & Procedure Service Delivery

Other (please specify): _____

Action Taken:

Outcome: Resolved Withdrawn Unresolved

By Whom: General Manager Team Leader Program Manager

Other (please specify): _____

COMPLAINT SATISFACTION:

Was the person / s who lodged the complaint satisfied with the outcome? Yes No

Was the person / s who lodged the complaint satisfied with the handling of the complaint? Yes No

REMEDY:

- Apology
- Explanation
- Decision change
- Policy or Procedure change
- Compensation
- Staff Training
- Service Improvement
- Other (please specify)

Other Comments / notes: