

Our Commitment

Youth Connections Inc 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 Youth Connections Inc. 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 Youth Connections Inc 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.
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 of the Youth Connections Inc Board please contact the Chairperson of the Youth Connections Inc Board by sending an email to: administration@youthconnections.com.au

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:

- restate your comments to ensure Youth Connections Inc 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 Youth Connections Inc 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).

Youth Connections Inc 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 Youth Connections Inc 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 Youth Connections Inc. 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?

Youth Connections Inc will assist you if you need an interpreter. There will be no cost to you for this service.



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Feedback Process at Youth Connections

Youth Connections Inc is committed to providing the best possible service.

We value your feedback, please take the opportunity to read about your rights.

Complaints flow

