

**Do you have a compliment or
complaint?**

Youth, Family and Community Connections Inc. is committed to quality services and improving the services we deliver.

We invite you to contact us if you have a compliment or complaint about:

- a decision we have made
- the service we have provided
- the conduct of our staff

Youth, Family and Community Connections Inc. values accountability and your feedback will help.

You can contact us at

81 Oldaker Street

Devonport

Phone (03) 6423 6635

Fax (03) 6423 6642

Email: reception@yfcc.com.au

Website: www.yfcc.com.au



**DO YOU HAVE A
COMPLIMENT OR
COMPLAINT ABOUT
YOUTH, FAMILY
and COMMUNITY
CONNECTIONS INC?**

Last reviewed: June 2014

Updated June 2015

Our commitment to you

Youth, Family and Community Connections Inc. (YF&CC) fully supports the rights of every service user to receive quality services and to provide feedback in relation to the services received, regardless of whether that is a compliment or a complaint.

All feedback will be dealt with:

- Seriously
- Quickly
- Confidentially
- Respectfully
- Impartially

Who to provide feedback to

If you have a compliment or complaint about any aspect of the service you are receiving, or have received, you can talk about it with the staff member who provides or coordinates your service. If you feel unable to do this, you may choose to provide feedback to one of the following:

- a Team Leader, or
- the Chief Executive Officer

How to give feedback

You can make a compliment/ complaint by doing one of the following:

- talking to the person you are providing feedback to and asking them to put it in writing. (Whoever you provide feedback to will read it back to you, ask you to sign it and will provide you with a copy).
- Writing down the feedback yourself and posting it or delivering it to the YF&CC office, addressed to the CEO.

Confidentiality

Only the people involved will have to know about your feedback and it will not change your right to YF&CC Services. We do need to know your name contact address and phone number so that we can contact you for clarification of details if required and so that we can keep you informed about the investigation of the complaint and the outcome.

What can I expect from YF&CC

Our staff are trained to:

- discuss and record your feedback
- provide advice regarding YF&CC policies procedures, practices and legislation.
- assess and investigate your feedback
- establish timeframes for addressing your feedback
- recommend other resolution options, if necessary.

What if I do not feel the feedback is heard

If you feel that the feedback has not been addressed, you can address your feedback to the Chief Executive Officer who will then work with you to try to resolve the complaint.