

What can I expect from YFCC?

Our staff are trained to:

- discuss and record your feedback
- provide advice about YFCC policies and legal responsibilities
- assess and investigate your feedback
- create timeframes for replying to your feedback
- recommend other ways to fix the issue, if necessary.



What if I do not feel the feedback is heard?

If you feel that the feedback has not been listened to properly, you can write to or speak to the CEO who will then work with you to try and manage the matter.

Youth, Family and Community Connections Inc. aim to give great services and are always working hard to improve and offer the best services possible.

We ask you to contact us if you have any feedback, good or bad, about:

- a decision we have made
- the service we have provided
- the way our staff have treated you

We value your honest feedback!

Contact us at our Head Office

62 Stewart Street
Devonport
Tasmania 7310

Phone (03) 6423 6635

Email: reception@yfcc.com.au

Website: www.yfcc.com.au

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



Our commitment to you

Youth, Family and Community Connections Inc. (YFCC) believes every person should receive the best service and be able to provide feedback, whether that is general feedback, a compliment or a complaint.



Who to provide feedback to

For all feedback that you have about the service you can talk about it with the staff member you work with. If you feel you cannot do this, you may choose to provide feedback to one of the following:

- Team Leader,
- Manager, or
- Chief Executive Officer (CEO)

All feedback will be dealt with:

- Seriously
- Quickly
- Privately
- Respectfully
- Fairly

How to give feedback

You can give feedback by doing one of the following:

- talk to the person you are giving feedback to and ask them to write it down (whoever you give feedback to will read it back to you, ask you to sign it and will give you a copy).
- Write down the feedback yourself and post it or drop it off to the YFCC office, with 'for the CEO' written on it.

Confidentiality

Only the people involved will need to know about your feedback and it will not change your right to YFCC Services.

We do need to know your name, contact address and phone number so that we can contact you to double check details if needed and so that we can keep you informed about the outcome.