

Your details

Name _____
Address _____
Phone _____
Email _____

How did you find your experience with us?

Great Good Okay Bad Awful

Comments _____

If your feedback is about a particular service, activity or event...

Event date _____
Location _____
Staff involved _____
Comments _____

Do you have any suggestions on how we can improve our service or resolve the issue?

CONSUMER FEEDBACK & COMPLAINTS BROCHURE

Your feedback is important because it helps us to improve!

You are able to:

- ✓ give a compliment
- ✓ give positive feedback
- ✓ give a testimonial
- ✓ give negative feedback
- ✓ make a complaint



Phone:

02 4628 2319

Email:

info@youthsolutions.com.au

Youth Solutions

- aims to provide high quality service to the community
- values your feedback on projects, services and activities
- handles feedback and complaints fairly and confidentially
- aims to promptly reach a resolution

How to give feedback

- call 02 4628 2319
- email info@youthsolutions.com.au
- complete the back page of this brochure

Can I ask someone to help me?

YES! It is okay to have a friend or person you trust to help you in any of your dealings with Youth Solutions.

This person can:

- help you put your feedback or complaint in writing
- help you verbalise your feedback or complaint
- attend any face-to-face meetings with you

What if I need an interpreter?

You are able to arrange your own interpreter or Youth Solutions can provide you with an interpreter at no charge.

What happens after I make a complaint?

- your complaint will be recorded
- you will receive a letter within two weeks to acknowledge your complaint, provide contact details for the person managing your complaint and give a time frame for resolution
- you will be notified of the resolution or reasons for non-resolution in writing within one month
- in the event of a non-resolution or a resolution you are not happy with, you can lodge an appeal or you can choose to lodge your complaint to the NSW Ombudsman on 02 9286 1000

Will my feedback affect my relationship with Youth Solutions?

Not at all! Youth Solutions values both positive and negative feedback as it helps us to improve on the services we provide to you.

Will Youth Solutions keep my feedback private?

Youth Solutions will keep your feedback or complaint completely private.

If you give permission for Youth Solutions to use your feedback as a testimonial, it may appear on the Youth Solutions website or in an E Newsletter, Project Summary, Project Report or the Annual Report.