

Your details

Name _____

Phone _____

Email _____

Rate your experience with us:

Very Dissatisfied ☹ ☹

Dissatisfied ☹

Neutral 😐

Satisfied 😊

Very Satisfied 😊 😊

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 formal complaint



Youth Solutions:

- aims to provide high quality services to the community
- values your feedback on projects, services and activities
- handles complaints fairly and confidentially aiming 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

What if I have a formal complaint?

- put your complaint into writing
- your complaint will then be recorded
- you will receive a letter within two weeks to acknowledge your complaint and to provide contact details for the person managing your complaint
- you will be notified of the resolution or reasons for non-resolution in writing within one month

Depending on the nature of your complaint, you may wish to raise your complaint with an external body.

- Contact the NSW Ombudsman on 02 9286 1000 or visit <https://www.omb.nsw.gov.au/>
- Contact the NSW Health Care Complaints Commission on 1800 043 159

- **Contact NSW Health**

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 verbalise your feedback
- help you put your feedback or complaint in writing

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. Youth Solutions will aim to promptly reach a resolution for formal complaints.

Will Youth Solutions keep my feedback private?

Yes we will!

If you give permission for Youth Solutions to use positive 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.