

What happens after I give feedback, good or bad?

Step 1. Your feedback will be recorded

Step 2. If you ticked the box at the back of the feedback brochure you will receive either an email or letter within two weeks to acknowledge your feedback, with contact details of the person managing your matter.

Step 3. YPA will contact you to organise a time to meet you in person or talk on the phone within one month.

Step 4. If you are not happy with the steps taken by YPA, you can lodge a written appeal to the YPA General Manager to resolve the matter and get an outcome you are happy with.

Step 5. If for any reason you are not happy with the steps YPA has put in place, you can lodge your complaint to the QLD Ombudsman on 07 3005 7000 and they will investigate further.

Will Young People Ahead Youth & Community Services Inc. keep my feedback private?

Definitely, any feedback you provide good or bad will remain completely private, and your form will be filed in a secure location at YPA HQ.

If you ever need to access your feedback for any reason you can request this at any point, just ask our workers and they will help you through this process.

Need more information?

Give Young People Ahead a call on 1800 614 544 or drop by our offices at 11-13 Fourth Avenue, or 60 Spence Street Youth Shelter

STAKEHOLDER FEEDBACK and COMPLAINTS BROCHURE



Your feedback is important because it helps us to improve!

“Have your say”

Young People Ahead Youth & Community Services Inc.

- ✓ Strives to provide high quality
- ✓ Values your feedback on projects, services and activities
- ✓ Handles feedback and complaints fairly and confidentially
- ✓ Aims to resolve matters quickly and efficiently

What ways can you give feedback?

- Give us a buzz on the phone by calling free call 1800 614 544
- Send us an email generalmanager@ypa-isa.com.au or
- Complete the back page of this brochure and return to us

THAT EASY 😊 😊 😊

What about if I need help giving feedback?

Don't stress, it's okay to have a friend or person you trust to help you if you want to provide feedback about YPA. Our helpful workers can also assist if you want.

Your support person can;

- ✓ Help you put your feedback or complaint in writing
- ✓ Help you to be confident in talking about your feedback
- ✓ Be present at any face-to-face meetings with you

What happens if I speak a different language?

Young People Ahead can assist with an interpreter at no charge, but you can also bring along a support person to speak on your behalf if you want you.

Will my feedback affect the supports YPA gives me?

No Way!! Young People Ahead Youth & Community Services Inc. values both positive and negative feedback to improve on the services we provide to you.

Your Details

Name _____

Address _____

Phone _____

Email _____

Tick box if you wish to remain anonymous

How did you find your experience with us?

Great Good Okay Bad Awful

Comments _____

Complete below if your feedback is about a particular service, activity, event or person?

Event date _____

Location _____

Staff involved _____

Comments _____

Once completed scan and email to generalmanager@ypa-isa.com.au or hand deliver or place in Feedback Mailbox at YPA HQ reception on 11-13 Fourth Avenue, or at 60 Spence Street Youth Shelter.

Tick box if you want YPA to email you back

Tick box if you want YPA to send you a letter