

Feedback, Compliments and Complaints Procedure In Easy English



WHAT IS FEEDBACK?



We want you to tell us what you think about our services. This is called **feedback**.



Feedback can be good. You might like what we are doing and tell us about it. This is called a **compliment**.



Feedback can be bad. You might be having some problems or concerns with what we are doing. This is called a **complaint**.



It can be hard to give feedback.

We will make sure that

- you are heard
- you are supported
- we work together

All feedback helps us improve what we do.

HOW CAN I GIVE YOU FEEDBACK?



We will tell you how you can give us feedback when you start using our services.

We will also regularly ask you to give us feedback.

You can tell us your feedback:

- on paper form
- on our website <https://www.ywca.org.au/>
- by email feedback@ywca.org.au
- by talking to us personally or on the phone.

We can help you complete a feedback form if you need help.

Someone you trust can help you to give feedback.



WHAT HAPPENS WHEN YOU PROVIDE FEEDBACK?



We will work with you to understand your feedback and any problems or concerns you have.

We will ensure we:

- respond to your feedback
- keep you informed on progress
- provide you with an outcome
- work together

CONFIDENTIALITY



Confidentiality means that what you say to us will be respected and safe.

Information about complaints will only be shared with people that need to know within the organisation. If we need to share externally, we will ask for your consent, unless there is a threat to someone's safety.

I WANT TO MAKE A COMPLAINT



To make a complaint look at the steps on page 3 - **HOW CAN I GIVE YOU FEEDBACK?**

When you make a complaint, we will listen to your complaint and will write down the problems or concerns you have about our service.

You can make a complaint without telling us who you are, that's called an **anonymous complaint**. It will be taken seriously like other complaints.



We will make a plan to fix any problems. This plan will include:

- what we will do
- who will do it
- when it will be done
- how it will be done
- making sure it was done



We will try to fix any problems in 10 days; however, some problems might take longer.

We will keep you informed on what we have done to fix the problem.

Remember, if you make an anonymous complaint, we will fix the problem but can't contact you to let you know what we have done.

I DO NOT LIKE WHAT YOU DID WITH MY FEEDBACK



You can tell us if you are not happy with:

- what we did with your feedback
- any decisions we made



We will:

- look at the decision and how the feedback was managed
- ask a YWCA manager to review the decision
- respond to you within 14 days

If you are still not happy with our decision you can ask an external organisation to help you.

We can help you find the right organisation if you are not happy.

If you are not happy with how we handled your complaint you can contact the responsible agency in your state or territory:

NSW – Make a complaint online or by phone:

Online: <https://www.ombo.nsw.gov.au/complaints>

Telephone: 1800 451 524

NT - Make a complaint by phone or via email:

Email: ombudsman@nt.gov.au

Telephone: Free call: 1800 806 380

SA – Make a complaint online or by telephone:

Online: <https://www.hcscs.sa.gov.au/making-a-complaint/raise-a-complaint-with-hcscs/>

Telephone: (8) 8226 8666 / 1800 232 007

VIC – Make a complaint online, by telephone, email, or mail:

Online: <https://www.dhhs.vic.gov.au/making-complaint>

Telephone: 1300 884 706 - Feedback Service -

Email: Feedback@dhhs.vic.gov.au

Mail: Complaints, GPO Box 4057, Melbourne, Victoria 3000.