

YSAS COMPLAINT FORM

The use of this form is optional. If you choose not to use this form to make your complaint, it is important that you let us know all the information requested here. YSAS can provide or recommend a person to assist you to complete this form.

Please include your name, and preferred way of being contacted (phone, email, letter) so we can follow up with you.

Anonymous feedback will be followed up in the same way as other feedback, although this may limit the actions we can take to resolve your concern.

Name : _____

Address: _____

Date of Birth: _____

Contact phone number: _____

What is your complaint?

What happened? When? Where did it happen? Who did it? Who else was there? How has this affected you? Have you spoken to anyone / another agency about it?

Please attach additional pages if needed.

Also, please provide copies (not the originals) of any documents that may help us to investigate your complaint.

Signed: _____

Date: _____

Information on this form will be kept in the strictest confidence and only used and disclosed for the purpose of administering and investigating this request.

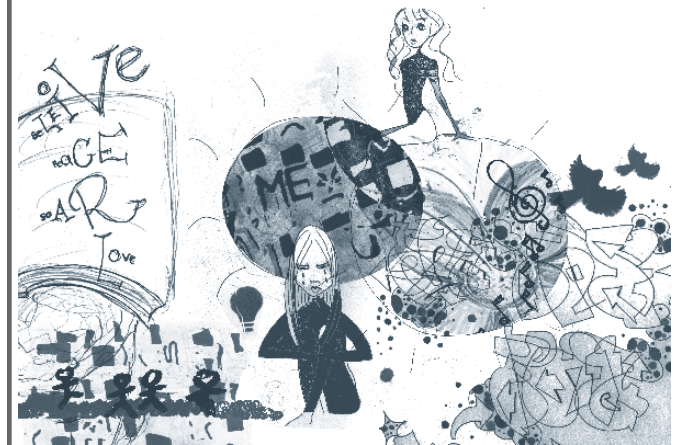


Making a complaint

YOUR RIGHTS ...

You have a right to voice your opinion (suggestion, concern, complaint and/or compliment) about our staff or the service we provide. You also have a right to be informed about the procedures YSAS will follow to manage your complaint effectively, and how we will learn from this process.

Contact:
9415 8881 (business hours)



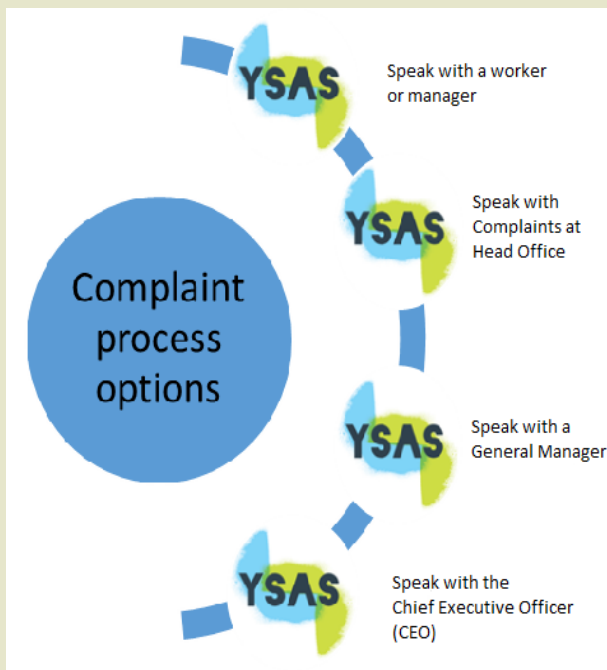
MAKING A COMPLAINT

YSAS welcomes all types of feedback including complaints.

It helps us to improve our services to you.

If you're not happy with the service you've received, you might want to make a complaint.

We encourage you to talk about your complaint with your worker as soon as you can. If you don't feel comfortable with this, talk to a Manager, General Manager, Chief Officer, the CEO or YSAS Complaints at Head Office.



You can also:

- Write a letter
- Send an email to ... feedback&complaints@ysas.org.au
- Complete the Feedback and Complaints form on our website YSAS.ORG.AU
- Fill out this Complaint Form and return it to a staff member or manager or:

YSAS
Complaints
PO Box 2950
Fitzroy 3065

Please tell us how you would like us to contact you.

If you're not happy with how your concern has been handled, you can contact:

Health Complaints Commissioner:
Telephone: 1300 582 113
Website: www.hcc.vic.gov.au

Victorian Information Commission
Telephone: 1300 006 842
Website: www.ovic.vic.gov.au

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Tips to help you write the complaint:

Organisational complaint

- YSAS failed to be supportive
- The service wasn't transparent in its role
- We failed to carry out our duty of care
- YSAS breached privacy legislation

Site specific complaint

- Issue with a worker at the site
- The way site staff interacted
- Duty of care concerns regarding staff
- Disclosure of information without permission

Worker specific complaint

- One off issue with worker
- Inappropriate conduct
- Disclosure of information without permission

Options to consider in drafting a complaint which may assist you to resolve the issue

Are you seeking:

- An apology from YSAS
- An apology from YSAS with the request that you have no further contact from YSAS
- An apology and continue to access YSAS services
- To pursue the matter further with arbitration through YSAS Head Office
- Advice from the Health Complaints Commissioner
- Support from a third party to progress the issue