



## **NOT HAPPY WITH THE WAY THINGS HAVE GONE AT YAC?**

YAC staff work hard to help you, but if we get it wrong and you have a complaint about how we have dealt with your matter, **first talk to the staff member you have been working with** to see if they can explain what has happened and why.

If you are **still not happy, you can contact YAC's Director**, who has overall responsibility for the good running of YAC. You can telephone, send a letter or email ([ceo@yac.net.au](mailto:ceo@yac.net.au)) or come in and speak to the Director. You should also contact the Director if someone at YAC has done something which made you feel unsafe or uncomfortable in any way.

If you are **not happy with what the Director tells you** or you don't feel she has addressed your complaint or that you can talk to her, **you can then complain to the Management Committee of YAC**. All staff are accountable to the Management Committee for what they do.

You should write to:

The Chairperson  
Management Committee  
Youth Advocacy Centre Inc  
Unit 4/162 Petrie Terrace  
PETRIE TERRACE Q 4000

**Write on the envelope "Not to be opened by a staff member or the Director".**

**Make sure you include your contact details in the letter.**

*OR* - you can write your complaint and attach the document to an email. In the email you should say that it is a complaint you want sent to the Chairperson and you don't want the staff or Director to read it.

The Director promises to make sure that your complaint is passed on, unread, to the Chairperson. The Chairperson will contact you, or another Committee Member the Chairperson has asked to look at your complaint. If writing is a problem, you can ask the Director to give your contact details to the Chairperson for them to call you so you can tell them about your complaint.

If you are **not happy** with what the **Management Committee tells you** or does or you don't feel they have addressed your complaint, you can ask for the details of the agency which provides the funds for the services you used at YAC and the Director must give them to you. You can then **complain to the funding body**.

**YAC will not refuse to help you any more or prevent you from using its services just because you made a complaint.**