



Complaints

This resource has been developed to help everyone understand the complaints process and their right to make a complaint.



PO Box 358 Kings Meadows Tasmania7248
03 63310774
karinya@kyws.org.au





Managing complaints & Review

The staff member will say the complaint back to you to make sure that they understand your complaint

They will tell you what they will do to fix the problem and tell you how long it will take

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We will often check to see if our complaints process is working. We might ask you to tell us if you found it easy or hard.

Our Mission Empowering young people to create safe spaces

Our Vision To be a leading provider of services that support the safety and wellbeing of our young people

HOPE INTEGRITY SAFETY KINDNESS

We believe in every young person's right to safety. We believe there is hope and opportunity in every young person. We act with integrity and kindness in all that we do. We are person-centred. We do what we say. We are honest and transparent. We always seek to do what is right. We are inclusive and open-minded.

WE WANT YOUR FEEDBACK

It is important that you know how to make a complaint and who to talk to you if you are unhappy. If you need more help with who to talk to about a complaint, please ask one of our staff





Who to make a complaint to

you can make a complaint by speaking to the person or by writing a letter to

Jane- Karinya CEO

you can write a complaint and send it to
PO Box 358 Kings Meadows Tasmania 7248

janegb.ceo@kyws.org.au

you can ring up and make a complaint on 03 63310774

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What is a complaint?

A complaint is when a problem is happening, and someone says that they are unhappy.

Complaints are important for an organisation to know what it is doing well and what it can do better

Anyone can make a complaint, including family members and support workers.

When you make a complaint, Karinya will ensure that what you say is kept confidential





Your rights

We will make sure that

- * we listen to all complaints and treat them all fairly
- * we handle complaints quickly
- * you are given help if you need it when making the complaint and after making a complaint
- * complaints are fixed if they can be
- * you feel safe to ask questions about the complaint
- * you feel safe to make a complaint and are not made to feel upset by others.

You have the right for your complaint to be treated equally to all other complaints no matter

who you are
where you live
whether you are a man or woman
what job you have
what language you speak
whether you have a disability
what your religion is
whether you are rich or poor



How to make a complaint

- * write down what has happened so that you can remember clearly
- * write down as much as you can remember to help with the complaint

Seeking help

If you are not sure how to make a complaint or you are feeling worried

you can talk to one of our staff members who you know and trust
you can talk to someone you can trust such as a family member you can ask that person to help you to make the complaint if you don't feel happy making the complaint yourself

