

Client Feedback Process (Complaints, Compliments or Suggestions)

2Connect Youth & Community is committed to a high quality of services. We are also committed to enabling you to provide feedback to us, and to make sure we continuously improve where needed.

How to provide feedback:

1. Feedback, including complaints, compliments or suggestions should be lodged with a member of the team, either in writing or verbally. Verbal feedback will be noted by the person receiving it. If it is a complaint, this will be read back to the complainant who would be asked to sign/confirm it as a true and accurate record.
2. If you feel comfortable, you can raise your feedback with your youth case manager. If you are not comfortable to talk directly with your youth case manager, you can ask to speak with the site coordinator about your feedback.
3. Clients can have a support person present with them while giving feedback.
4. All complaints will be addressed fairly, promptly, confidentially, to the best of the service's ability.
5. The team member will explain to you the procedure which will be followed by 2Connect in dealing with the feedback, and arrange a time/ date at which to inform you of the progress.
6. Feedback will be made available to relevant team member / management and raised with the individual(s) concerned to be dealt with.
7. A complaint will be investigated by an appropriately senior staff member- it will be first handled by the site Coordinator, or if inappropriate or needs escalation, by the Operations Manager.
8. Once the feedback has been reviewed, the client will be informed of the outcome.
9. If the complainant is not satisfied with the outcome after the 2Connect Feedback Procedure has been exhausted, it can be escalated to the next level of management eg. either the Operations manager, or if already with Operations Manager, to the CEO.
10. If your matter has already been reviewed by the CEO, and if you are still not satisfied of the outcome, you can be referred to National Customer Service Line for Department of Employment Workplace Relations on 1800 805 260 or online via <https://www.dewr.gov.au/about-department/contact-us/online-contact-form>
11. We will also aim to ensure that young people are comfortable accessing the service and will receive fair servicing after any feedback provided.

Confidentiality: Complainants will be asked for their permission to give information to other parties in the interest of resolving the issue. Complainant's permission is sought for each party that is needed to be involved.

You may also provide feedback anonymously eg. through a feedback box onsite. If a complaint is anonymous, however, we may be unable to fully understand the nature of the feedback to work on a suitable outcome.