



Youthtown Complaints Procedure- Parents and Caregivers

Dear Parents / Caregivers

At Youthtown, we pride ourselves on delivering the best service and programming for your children and yourselves. If however, you have a complaint or critical feedback, we welcome the opportunity to hear your concerns and attempt to remedy the situation.

Our complaints procedure is as follows, please note, any serious concerns that include verbal, physical or sexual abuse or unsafe conditions that are being neglected, must be communicated to the Centre Manager / OSCAR Manager, in the first instance and followed up in writing.

1. If you have a concern, complaint or critical feedback, please ask to speak with the Programme Coordinator.
2. If, the Coordinator is unable to meet with you immediately, they may either set an alternative time to discuss the issue with you, i.e., via phone after programme, or alternatively, delegate another member of staff to discuss with you.
3. The Youthtown staff member will hear your concern and if necessary, write down details of the complaint. They will also ensure that they have understood and captured the substance of the complaint correctly.
4. If the concern involves another member of Youthtown staff, that staff member will be spoken with and asked to respond to concerns. This meeting will occur separately, and appropriate actions in line with Youthtown's Code of Conduct and House Rules, will be invoked.
5. We will try to come to an agreement about a course of action, remedy, or other positive outcome.
6. If you feel that the issue remains unresolved, then a formal complaint should be made in writing to the Centre Manager/ OSCAR Manager. Please include all details of the grievance and what your desired outcomes are. The Centre / OSCAR Manager will respond personally within 7 days. Where possible a mutually agreed outcome will be sought.
7. The Regional Operations Manager will review any of concern with the Chief Executive Officer (CEO). Unresolved formal complaints can also be forward to the CEO.
8. Any unresolved complaints regarding the operations of the programme particularly those involving care and protection of children should be referred to the OSCAR approvals Assessor, Child Youth & Family, **phone: 0508 FAMILY** and notification of communications, sent to Youthtown's CEO.

OSCAR Coordinator	Name	Phone
OSCAR Manager (where applicable)	Name	Phone
Centre Manager	Name	Phone
Regional Operations Manager	Name	Phone