



## Introduction

Consumers of the Queensland Youth Housing Coalition have a right to expect quality service delivery and the opportunity to provide feedback, whether it is a compliment or constructive criticism.

Consumers of the Queensland Youth Housing Coalition are encouraged (and not deterred) to make a complaint should they feel the need to and this will be managed by the service in a timely and effective manner.

This statement sets out the rights of consumers of QYHC services and QYHC's commitment to support those rights, including making available to consumers an effective complaints handling system.

## Consumer Rights

The QYHC applies a natural justice framework to our complaints procedure and as a consumer of QYHC services you have the following rights:

1. **To have the right to complain and to be treated fairly and with respect** - you can expect to be listened to, taken seriously and treated politely.
2. **To confidentiality** - you can expect that information about you will not be provided to anyone outside QYHC without your permission.
3. **To withdraw from service provision however clients are not denied continuous service having made a complaint** - you may choose at any time to ask QYHC to cease delivery of services and remove your details from the QYHC contact lists.
4. **To have information and to have an advocate present if you prefer** - you can expect to be provided with information about QYHC services.
5. **To receive appropriate and timely responses to needs** - you can expect that QYHC services will be appropriate to your needs and provided in a timely manner, within the parameters of QYHC's role and available resources.
6. **To receive quality services and decisions are made that are fair, just and free from bias** - you can expect to receive services which are well managed, planned and coordinated and supported by a continuous quality improvement program.
7. **To appeal** - if you are unhappy with the conduct or a decision of a QYHC staff member you have the right to discuss this with the relevant staff member or the Coordinator and to make a complaint if warranted.

## QYHC's Commitment to Support Consumer Rights

In support of consumer rights QYHC commits to:

- Treating consumers equitably & with respect.
- Listening & responding appropriately to consumer needs.
- Responding to needs in a timely manner.
- Providing correct information, supported by evidence where available.
- Encouraging informed decision making.
- Supporting & demonstrating a safety approach.
- Responding conscientiously to address any dissatisfaction expressed by consumers.

## Complaints Handling Procedures

As a consumer of QYHC services you can provide verbal or written feedback at any time to assist QYHC's continuous quality improvement.

If you feel the need to make a complaint this also may be done verbally or in writing at any time. Complaints will be taken seriously, handled with sensitivity and managed as expeditiously as possible.

### What to do if you have a complaint:

1. Raise your concern with the relevant staff member who will try to resolve your complaint fairly, promptly and effectively.
2. If you feel a matter is not adequately resolved with the relevant staff member, write or speak to QYHC Coordinator who will undertake any necessary investigation, internal review or other appropriate action to address your concern, including arranging mediation if relevant.
3. If you still feel there has not been satisfactory resolution you can refer your concern in writing to the President of QYHC's Management Committee.

You have a responsibility to ensure your complaint is genuine and not frivolous.

### Contact Detail

QYHC Coordinator

Address: PO Box 122 PADDINGTON Q 4006

Phone: (07) 3876 2088

Fax: (07) 38762168

Email: [admin@qyhc.org.au](mailto:admin@qyhc.org.au)