

GYS Complaints Form

This form is for lodging concerns, complaints, or problems that you experience in relation to the Glebe Youth Service. Your concerns will be dealt with by the CEO of the Service, and if necessary, the GYS Management Committee.

1. **Your Details.** (You can make a complaint anonymously if you prefer).

Name: _____

Preferred contact method: ☐ Phone ☐ Email ☐ Other

Phone: _____

Email: _____

Are you a: ☐ Young person ☐ Parent/Carer ☐ Community member ☐ Other

2. **Details of your complaint**

Date of incident (if known): _____

Location/program (e.g. drop-in, Food Circle, activity): _____

Please describe what happened:

(Include as much detail as you feel comfortable sharing)

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3. Who was involved? Please list any staff, volunteers, or others involved:

4. Did you have discussions with or report this to a worker?

☐ Yes ☐ No

If yes, who did you speak to and what happened?

5. What outcome are you hoping for?

(e.g. apology, explanation, change in service, follow-up)

6. Consent and Privacy

☐ I understand that Glebe Youth Service will handle my complaint confidentially and in line with its policies.

☐ I agree to be contacted about this complaint (if contact details provided).

Signature (if applicable): _____

Date: _____

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We will acknowledge your complaint within **5 working days** and will keep you informed throughout the process.

You can email completed forms to the GYS Coordinator (ceo@glebeyouth.org.au), or post to;

GYS CEO or The Chairperson of the Management Committee for complaints about the CEO
Glebe Youth Service
Po Box 270
Glebe NSW 2037

You can also call the GYS CEO on 02 9552 2843 for a confidential discussion about your issue.