

## Complaints and Feedback

ICYS is committed to delivering quality service and empowering young people and your feedback is a valuable tool in meeting this goal. Compliments, complaints and suggestions are welcomed and will be used to constantly grow and evolve our services.

You can provide feedback:

- In person with any of our friendly team
- Email: [info@icys.org.au](mailto:info@icys.org.au)
- Post: PO Box 1034 Ipswich QLD 4305
- Via our Facebook page and social media accounts

What to do if you have a complaint:

- directly contact the worker concerned who will try to resolve your issue
- if you feel the issue is not adequately resolved by this worker, or if you are not happy to discuss the issue with the worker, you can contact the ICYS Service Manager
- if you feel that the issue is still not satisfactorily resolved with the ICYS Service Manager, you can raise the issue with the ICYS Management Committee through 'The Secretary'
- if you are still not satisfied, you can speak to the funding body about your complaint.

Contact Information for Complaints		
ICYS Service Manager	The Service Manager ICYS Ipswich Community Youth Service Inc. PO Box 1034 IPSWICH QLD 4305 <a href="mailto:manager@icys.org.au">manager@icys.org.au</a> Phone: 3812 1050	
ICYS Management Committee	The Secretary ICYS Ipswich Community Youth Service Inc. PO Box 1034 IPSWICH QLD 4305	
Funding Bodies		
Federal Department of Social Services	DSS Feedback GPO Box 9820 CANBERRA ACT 2601 <a href="mailto:complaints@dss.gov.au">complaints@dss.gov.au</a> 1800 634 035 <a href="http://www.dss.gov.au/contact">www.dss.gov.au/contact</a>	ICYS Lowood Youth Hub
Queensland Department of Communities, Child Safety and Disability Services	Complaints Unit Governance and Complaints GPO Box 806 BRISBANE QLD 4001 <a href="mailto:feedback@communities.qld.gov.au">feedback@communities.qld.gov.au</a> 1800 080 464 (free call) <a href="http://www.qld.gov.au/contact-us/complaints">www.qld.gov.au/contact-us/complaints</a>	Youth Assessment Referral & Information Program  Regional Youth Support Service
Queensland Department of Education and Training	Department of Education and Training PO Box 15033 CITY EAST QLD 4002 13 74 68 <a href="http://www.education.qld.gov.au">www.education.qld.gov.au</a>	Youth Support Coordinator Program  Student Welfare Worker Program  Get Set for Work Program
Queensland Department of Housing and Public Works	Regional Director South / West Region <a href="mailto:HHS-South-West-Region@hpw.qld.gov.au">HHS-South-West-Region@hpw.qld.gov.au</a>	Youth Housing and Support Program