



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
- Post: PO Box 2557 North 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 CEO
- if you feel that the issue is still not satisfactorily resolved with the ICYS CEO, 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	<p>The CEO ICYS Ipswich Community Youth Service Inc. PO Box 2557 NORTH IPSWICH QLD 4305 ceo@icys.org.au Phone: 3812 1050</p>	
ICYS Management Committee	<p>The Secretary ICYS Ipswich Community Youth Service Inc. PO Box 2557 NORTH IPSWICH QLD 4305</p>	
Funding Bodies		
Queensland Department of Children, Youth Justice and Multicultural Affairs	<p>Complaints Unit Department of Children, Youth Justice and Multicultural Affairs Locked Bag 3405 BRISBANE QLD 4001 1800 080 464 (free call) www.complaints.services.qld.gov.au</p>	<p>Youth Assessment Referral & Information Program Regional Youth Support Service Community Youth Response and Diversion Program</p>
Queensland Department of Education	<p>Department of Education PO Box 15033 CITY EAST QLD 4002 Ph 13 QGOV (13 74 68) https://education.qld.gov.au/contact-us</p>	<p>Youth Support Coordinator Program Student Welfare Worker Program</p>

Queensland Department of Communities, Housing and Digital Economy	Ph 13 QGOV (13 74 68) www.complaints.services.qld.gov.au	Youth Housing and Support Program
Queensland Department of Employment, Small Business and Training	13 QGOV (13 74 68) www.complaints.services.qld.gov.au	Get Set for Work Program