

YACSA complaints procedure



Introduction

YACSA welcomes and values complaints and recognises that a strong commitment to responding to and resolving complaints allows members, stakeholders and employees to contribute to the improvement of our organisation and the work that we do.

As such, a key component of building and maintaining satisfaction with the work of YACSA is a clear and effective complaints procedure.

The range of ways you can provide feedback or make a complaint

You can lodge a complaint or provide feedback by:

- Completing the 'Contact Us' form in the 'contact' section of the YACSA website: www.yacsa.com.au/contact
- Emailing yacsa@yacsa.com.au
- Sending a letter to GPO Box 2117 Adelaide SA 5001
- Telephoning (08) 8211 7546.

How long will the process take?

YACSA will acknowledge receipt of your complaint by email or post within 7 (working) days. We will investigate your complaint including conducting separate interviews with all parties if appropriate.

We will provide you with a report that details the process, findings, and recommendations within 14 (working) days of acknowledgement. You will then have an opportunity to respond to the decision including any recommendations.

Would you like more information?

If you would like a copy of YACSA's Complaints Policy and Procedure, send a request to yacsa@yacsa.com.au or GPO Box 2117, Adelaide SA 5001 or call (08) 8211 7546.



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The complaints process

You can make a complaint either on the website feedback function, using the complaints form, by email, in writing or over the telephone.

A file is created and verbal complaints are documented.

The complaint is investigated.

Receipt of the complaint is acknowledged within 7 working days.

The complainant, and/or witnesses may be interviewed to provide greater clarity of the issues. Any other evidence will be collected.

A report detailing the process, evidence, finding(s) and recommendations will be provided to the complainant within 14 working days.



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