

What happens when you raise a complaint, a concern or provide feedback at the Y

You can write it down, send a text, call someone, send an email or talk to someone you trust at the Y.

After you have told us about it:

- 1** We will follow up with you and may ask you for more information about the complaint, concern or feedback.
- 2** We may need to report this to other outside people, e.g. such as police, other regulatory bodies etc.
- 3** We will look more closely at the information provided.
- 4** While we are unable to tell you the details of any investigation, we will explain to you the steps we have taken to fix the problem.

Allison Ross is our Child Protection Officer. She is happy to speak to you anytime.

Her contact details are:

Direct (08) 9473 8432 | Mobile 0499 868 101 | Email allison.ross@ymcawa.org.au

The Y WA Head Office - 201 Star Street, Welshpool