

What happens when you raise a complaint or concern at the Y WA

After you have told us about your concern:

1

We will follow up with you and may ask you for more information about the concern.

2

We may need to report this to other outside people, eg. such as police, other regulatory bodies etc.

3

We will look more closely at the information provided.

4

We are unable to tell you the details of the investigation. We will share with you the steps we have taken to fix the problem.