

AGENCY POLICY | Service User Right to Complain

For Youth Initiative (FYI) has a commitment to create a safe environment which is free from discrimination and harassment and where all members are treated with dignity, courtesy and respect. For Youth Initiative (FYI) has an obligation to treat all complaints of discrimination, victimisation, sexual harassment, vilification, and seeking unnecessary information on which discrimination might be based seriously. All complaints will be handled confidentially and impartially, investigated promptly and recommendations implemented.

Right to Complain

- Every service user has the right to make a complaint without retribution on FYI's staff, volunteers, managers or directors using FYI's service user and community complaints Procedure
- Every service user has the right to make a complaint about the quality of services provided, in consistency with the provisions of their rights to quality services under this Bill of Rights.
- In the process of making a complaint, every client is entitled to:
 - I. Right to privacy when making their complaints
 - II. Be informed throughout the process
 - III. A follow-up call from Human Resources within a week of the complaint, with a final resolution (*if need be*)
 - IV. Right to appeal the final decision

For Youth Initiative Feedback Form

Date: _____

Select one that applies

Compliment

Complaint

Concern

Personal Information

Last Name:

First Name:

Address:

Suite/Apt:

City:

Postal Code:

Email:

Telephone:

Department (if applicable)

Youth
Justice

Youth
Ambassador

Youth in
Transition

Youth
Incubator

Affiliation with For Youth Initiative (FYI)

Staff

Placement
Student

Volunteer

Service User

Contractor

Other:

If you wish to leave a compliment

Details of Event

Explain in detail the nature of your complaint including name of the individual(s) involved, possible witnesses. *(only if applicable)*

Are there others who have witnessed this behavior or others who have experienced a similar concern or situation? If so, please provide their name(s) and phone number(s).
(only if applicable)

Name:	Tel:	Cell:
Name:	Tel:	Cell:
Name:	Tel:	Cell:

Provide any additional comments that would be helpful in dealing with your complaint/concern. *(only if applicable)*

Please provide any additional comments you wish For Youth Initiative (FYI) to consider when investigating your complaint/concern. *(only if applicable)*

Applicant's Signature

Date

For Office Use Only

HR Signature

Date