



## 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
- Via our online [feedback form](#)
- Email: [info@icys.org.au](mailto:info@icys.org.au)
- Post: PO Box 2557 North Ipswich QLD 4305
- Via our 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 or Management Committee via the below details
- If you would like to contact someone outside of ICYS about your complaint, you can find further details in the table below
- You may also like to speak to the funding body about your complaint. Details for the funding bodies can also be found below.

Contact Information for Complaints		
ICYS CEO	<p>The CEO            ICYS Ipswich Community Youth Service Inc.            PO Box 2557            NORTH IPSWICH QLD 4305  <a href="mailto:ceo@icys.org.au">ceo@icys.org.au</a>            Phone: 3812 1050</p>	
ICYS Management Committee	<p>The Secretary            ICYS Ipswich Community Youth Service Inc.            PO Box 2557            NORTH IPSWICH QLD 4305</p>	
Complaint and Funding Bodies		
Office of the Australian Information Commissioner (OAIC)	<p>Phone enquiries can be made at 1300 363 992.</p> <p>If you have a concern about how your information and privacy has been handled you may wish to contact the OAIC. Complaints can be lodged with the OAIC 30 days after you have made a complaint and not received a response or the response is inadequate.</p> <p><a href="https://www.oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaint-with-us">https://www.oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaint-with-us</a></p>	

<p>Queensland Human Rights Commission</p>	<p>Phone enquiry line 1300 130 670 Information on how to make a complaint can be found here. <a href="https://www.qhrc.qld.gov.au/complaints/making-a-complaint">https://www.qhrc.qld.gov.au/complaints/making-a-complaint</a></p> <p>Complaints can be escalated to the Queensland Human Rights Commission if 45 days have elapsed and you have not received a response, or following a response you believe to be inadequate</p>	
<p>Queensland Department of Families, Seniors, Disability Services and Child Safety</p> <p>Queensland Department Youth Justice and Victim Support</p> <p>Queensland Department of Housing and Public Works</p>	<p>For information on how to make a complaint, visit: <a href="https://www.qld.gov.au/contact-us/complaints-process">https://www.qld.gov.au/contact-us/complaints-process</a></p>	<p>Ipswich Youth Support Service</p> <p>Regional Youth Support Service</p> <p>Youth Housing and Support Service</p> <p>Community Youth Response and Diversion</p>
<p>Queensland Department of Education</p>	<p>For further information please visit: <a href="https://www.education.gov.au/about-department/contact-us/complaints">https://www.education.gov.au/about-department/contact-us/complaints</a></p>	<p>Youth Support Coordinator Program</p> <p>Student Welfare Worker Program</p> <p>Family Support Worker</p> <p>PIVOT</p>