

# COMPLIMENTS, COMPLAINTS + FEEDBACK



**THIS IS A:**      **COMPLIMENT**                      **COMPLAINT**                      **FEEDBACK**

**Person Lodging This Form**                      **Location**

Name \_\_\_\_\_ **M**                      **F**                      **X**

Address \_\_\_\_\_

Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

Phone \_\_\_\_\_ Mobile \_\_\_\_\_

Email \_\_\_\_\_

Relationship to Youth Focus      Client      Carer      Stakeholder

English First Language **Y**      **N**      Interpreter Required **Y**                      **N**

## Client Details

Name \_\_\_\_\_ **M**                      **F**                      **X**

Address \_\_\_\_\_

Suburb \_\_\_\_\_ State \_\_\_\_\_ Postcode \_\_\_\_\_

Phone \_\_\_\_\_ Mobile \_\_\_\_\_

Email \_\_\_\_\_

English First Language **Y**      **N**      Interpreter Required **Y**                      **N**



Please return your completed form to [incidents@youthfocus.com.au](mailto:incidents@youthfocus.com.au)

### Summary of event

Please describe what happened. Provide date, location, time of event and people involved including Youth Focus staff.

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### Other people involved

If applicable, please provide contact details of other people you would like us to speak to.

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## FEEDBACK FOR YOUTH FOCUS

Please rate your experience of Youth Focus by ticking a number next to each statement:

	STRONGLY DISAGREE			STRONGLY AGREE	
	1	2	3	4	5
Youth Focus is a welcoming place to go	1	2	3	4	5
It is easy to make & change appointments	1	2	3	4	5
Staff are friendly and easy to talk to	1	2	3	4	5
I felt comfortable sharing my story	1	2	3	4	5
I felt respected at Youth Focus	1	2	3	4	5
I was involved in decisions that were made about me	1	2	3	4	5
I would recommend Youth Focus to a friend	1	2	3	4	5
I feel better after seeing someone at Youth Focus	1	2	3	4	5
I always understood what my Youth Focus worker is talking about	1	2	3	4	5

Is there anything else you'd like to tell us? What would you change and what would you keep the same?

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Thank you so much for helping us to improve Youth Focus!

