

COMPLAINTS POLICY AND PROCEDURE

YSP is committed to ensuring that any person or organization using services provided by YSP or affected by its operations has the right to lodge a complaint and to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

The organization will provide a complaints management procedure that:

- is simple and easy to use
- is available to all members, clients and stakeholders via the YSP website.
- ensures complaints are fairly assessed and responded to promptly
- is procedurally fair and follows principles of natural justice
- complies with legislative requirements.

OUR COMMITMENT

If you make a complaint to YSP you can expect that we will:

- treat you with respect
- tell you what to expect while your complaint is being looked into
- carry out the complaint handling process in a fair and open way
- provide reasons for decisions that are made
- protect your privacy

WHAT CAN I MAKE A COMPLAINT ABOUT?

You can make a complaint to YSP about the delivery of YSP services. From time to time, YSP consults with the sector to determine a policy position or to gauge the views of the sector. It is not the intent of this policy to allow a person or organization to complain about the outcome of such consultations if the final result does not agree with that person or organizations position. A person may however lodge a complaint if a documented consultation process was not followed, or if the process was flawed.

PROCEDURES

MAKING A COMPLAINT

A person wishing to make a complaint may do so in writing or verbally to:

- the staff member they were dealing with at the time, unless you are making a complaint about this person
- the State Manager or relevant national manager
- the Chief Operating Officer or Chief Executive, or

If the complaint is about:

- a service delivered by YSP, the complaint will normally be dealt with by the relevant manager
- a staff member, the complaint will normally be dealt with by the relevant

manager

- a senior staff member, the complaint will normally be dealt with by the Chief Operating Officer or the Chief Executive
- the Chief Operating Officer, the complaint will normally be dealt with by the Chief Executive of YSP
- the Chief Executive, the complaint will normally be dealt with by the President of YSP
- Internal complaints, where a staff member makes a complaint concerning another staff member, will be dealt with in accordance with the Policy and Procedures of YSP.

Written complaints may be sent to the relevant YSP office. The relevant State Manager or national manager will be responsible for receiving this correspondence and directing it to the appropriate person.

PROCEDURE FOR COMPLAINTS MANAGEMENT

The person managing the complaint will be responsible for:

1. Registering the complaint:

- registering the complaint in the YSP complaints register
- informing the complainant that their complaint has been received and providing them with information about the process and time frame

2. Investigating the complaint:

- examining the complaint within 5 working days of the complaint being received
- informing the complainant by letter within 10 working days of the complaint being received of what is being done to investigate and resolve it, and the expected time frame for resolution.

As far as possible, complaints or appeals will be investigated and resolved within 20 working days of being received. If this time frame cannot be met, the complainant will be informed of the reasons why and of the alternative time frame for resolution.

3. Resolving the complaint:

- making a decision or referring to the appropriate people for a decision within 20 working days of the complaint being received
- Informing the complainant of the outcome and any options for further action if required

4. What if I am unhappy with the resolution?

- If you are not happy with the outcomes of a complaint, you may be able to lodge a complaint with the Labor Agency in your state or GLAA in UK. The Labor Agency office will determine if it has the power to investigate your complaint.

RECORD KEEPING

A register of complaints will be kept by YSP. The register will be maintained by the General Manager Corporate Services and will record the following for each complaint:

- Details of the complainant and the nature of the complaint
- Date lodged
- Action taken
- Date of resolution and reason for decision
- Indication of complainant being notified of outcome
- Complainant response and any further action

Copies of all correspondence and other materials received by YSP in connection with any complaints will be kept for 5 years.

The complaints register and files will be confidential and access is restricted to the General Manager Corporate Services, the Chief Operating Officer, the Chief Executive and the President.

Services will be responsible for preparing a report on received feedback and complaints once a

quarter to the Chief Operating Officer, the Chief Executive and the YSP Board.