



# COMPLAINTS AND COMPLIMENTS

Here at Launchpad we are committed to ensuring young people have their feedback heard.

If you have any complaints or comments regarding our service or staff we encourage you to make a formal complaint.

The complaints or comments can be made a number of ways to ensure the process is accessible to all.

## Ways to give feedback:



Making a complaint through our **website** by clicking contact us.

There is a complaints form which you can send through with your complaint and we will respond



Send an **email** to [admin@launchpadyouth.org.au](mailto:admin@launchpadyouth.org.au)



You can **call** the Manager on (02) 9557 2810  
You can make your complaint in person with your Case Manager

**or**

if the complaint is regarding your Case Manager please call and make an appointment with the Manager or the Executive Officer

**ALL COMPLAINTS WILL BE ADDRESSED AND KEPT CONFIDENTIAL**