




Complaints

YPH is committed to providing a Compliment and Complaints Management and Resolution system that is accessible, transparent, inclusive, and responsive for all tenants.

YPH will support participants to make a complaint regarding any area of their service delivery and if required can arrange an interpreter or an advocate.

Where either Party receives a complaint regarding YPH or the [ORGANISATION] they will assist the complainant to raise the complaint directly with the relevant Party. Both Parties commit to providing the required level of support to the complainant to lodge the complaint with the relevant Party or refer the complainant to the appropriate Disability Advocacy organisation or the NDIS Quality and Safeguarding Commission.

Related Documents:

-  [Complaints Policy](#)
-  [Complaints Policy – Easy Read](#)
-  [Comment, Compliment or Complaint Online Form](#)