

Youth Feedback and Complaint Form



St John NSW cares about what happens to you and we're here to help.

When you give us feedback, make a complaint, or let us know what you are worried about, we will listen to you, treat you kindly and take the matter seriously.

If you need help to fill out this form, you can speak to a divisional leader, Child Wellbeing Officer or give call us on 0457 334 003. You can also email us at incidents@stjohnnsw.com.au

Just so you know, there could be some things that St John NSW will need to tell others about so they can help too. Remember, we will always do our best to support you.

You can tell us your name and contact details or be anonymous. If you don't tell us your name, we will not be able to talk to you about how we can help or help you directly.

Tell us about you

Your Name:

What division are you from (you don't have to answer):

 **Where do you live?**

 **Phone number:**

 **Email:**

Tick which way is the best to contact you?

Email  Phone 

We might need to talk to you about your problem so we can help. Is this OK?

 Yes  No

You can send this form to us by:

Giving it to a leader or adult your trust

Phone: 0457 334 003

Email: incidents@stjohnnsw.com.au

You can also contact a **Child Wellbeing Officer** to help you fill out and send through this form. You can find a list of these officers at www.stjohnmembers.com.au or by calling 02 9745 8787

Tell us what you're worried about

What happened? (Need more space? Just attach another piece of paper!)



When did it happen?

Who was there or who was involved?

Can anyone else give more details? (Is it OK for us to talk to them? Can you tell us how to contact them?)

Name:

Contact Details:

What would you like to happen? / What would make you happy?

What now?

We will read what you have told us carefully and we will think about how we can best help you. We might be able to fix or make the problem better. We might also try to talk to you, if you agreed for us to do this, so that we can understand more find out more about what happened.

If you aren't happy about what we do, you can ask us to look at it again, and a different person will look at it.

Confidentiality

St John NSW is very careful about the personal information you provide to us – we have rules about who we share information with. If you say we can talk to people then we may do that so we can better understand what you are worried about and find the best result. We do need to tell you that we may need to tell someone else such as the police or child protection people if we are worried that you are being harmed or that you may be unsafe.