

# What happens when you raise a complaint or concern at the Y Brisbane

After you have told us about your concern:

1

Speak up and we will listen to what you have to tell us.

2

We may need to share your information to other external people and tell your parents/caregiver to keep you safe.

3

We will speak to our Safeguarding Team and take action that will support you.

4

We will tell you and your parents/caregivers, the steps we have taken to help and support.