



Communicating Kids Speech Pathology

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Complaints Policy

Introduction

Communicating Kids is committed to being open and responsive to any complaints offered by our clients, our staff or by members of the community. Communicating Kids will at all times seek an outcome to a complaint which is satisfactory to all parties.

Purpose

The purpose of this policy is to:

- Ensure the existence of a procedure through which clients, members of the community and staff can communicate any complaints regarding Communicating Kids services, functioning or operations
- Enable Communicating Kids to benefit from all complaints through ensuring that they are recorded, considered, resolved and monitored
- Establish the principles that are to govern Communicating Kids response to complaints
- Ensure that our people and our clients are aware of the content of this policy and relevant procedure

Policy

1. Communicating Kids will maintain a formal complaints procedure to ensure that all complaints are responded to in a timely and impartial fashion.
2. Communicating Kids will ensure that all suggestions for improvement and complaints are recorded, considered and retained for process improvement purposes.
3. Communicating Kids encourages clients, their advocates, members of the community and any of our staff who have a complaint in relation to services or to the actions of one of its staff members to express this through the formal complaints procedure.
4. Communicating Kids will ensure that the complainant is informed of his or her right to have a support person or advocate present to assist or represent them during the formal complaints procedure. Formal complaints can be written or verbal. If verbal, the assisting staff member will document the complaint and either the complainant or assisting staff member must sign the document.
5. Communicating Kids will address all complaints in a confidential manner. Action to resolve the complaint will commence within 2 working days of the complaint being made (this includes contacting the complainant). Only the people directly involved in making, investigating or resolving a complaint will have access to information about it. Where the complainant is a client, no information will be documented in the individual's client file without his/her consent.

6. Communicating Kids will ensure that the complaint investigation process is impartial. No assumptions will be made nor any action taken until all relevant information has been collected and considered.
7. Communicating Kids will ensure that any complaint is free of repercussions for the complainant. Management will take all necessary steps to ensure that no victimisation occurs against anyone who makes a complaint.
8. The Practice Director is the main point to which complaints should be directed and the person with overall responsibility for this policy.
9. Communicating Kids management will ensure that all our people are aware of this policy and relevant procedure.
10. Communicating Kids will ensure that all clients are informed of the existence of this policy and procedure at the commencement of receiving services
11. Communicating Kids recognises the right of individuals to approach an external agency if the formal complaints procedure has not resolved the issue to their satisfaction.