

Complaints Management - Policies and Procedure

At Kid Sense, our goal of service delivery is to provide high quality service delivery where “the little things matter most”.

Sometimes we might ‘miss the mark’. In this case, we want to empower our clients to speak up because doing so goes to the very heart of people feeling valued and respected as equal citizens in their community.

This is consistent with one of our guiding principles that all clients, including those with a disability, have the same right as other members of Australian society to pursue any grievance.

At Kid Sense we also believe that Complaints are important —

They can help providers understand what is important to all our clients and to improve the quality of services they provide, so the complaint can help other people too.

All complaints are taken seriously by recording, reviewing and responding in a rigorous manner, as listed below. All staff must accept complaints.

Complaints may be registered:

- Formally – Complaint Form completed and Complaint lodged with NDIS and/or Kid Sense Management OR
- Informally - Typically a verbal comment – Complaint Form not completed and not lodged with any organization

How to Lodge a Complaint

We encourage anyone with a complaint to speak directly to a Kid Sense Child Development staff member in the first instance, which can be done via in person discussion, phone or email.

Staff members who take a complaint (formal or informal) attempt to resolve the issue immediately. If the matter cannot be resolved promptly or within 48 hours, it will be escalated to Kid Sense Child Development’s Practice Manager.

The client is encouraged (where appropriate) to complete the Kid Sense Child Development *Feedback and Complaints* Form to formally lodge their complaint. A Kid Sense staff member can assist the client to do so, and will in fact be required to do so in the event that that complaint is not able to write on this form but does wish to lodge a formal complaint.

INFORMAL Complaints

Informal complaints are those where clients do NOT wish to complete a Complaints form. In this case, they are more often than not raising a low-level suggestion or irritation suggestions that can be addressed easily and quickly.

When the client does not wish to complete the Complaints form staff are asked to email the Practice Manager information on the topic of frustration (and actions taken) for the purpose of improving or internal systems through review of all complaints (formal or other) at regular management meetings.

FORMAL Complaints

Formal complaints are those where clients *do* wish to complete a Complaints Form and lodge a formal. It is more likely that Formal complaints are more significant in nature and will take a longer time to solve than an Informal Complaint.

Once completed, Complaint Forms are scanned and emailed to the Practice Manager for review as soon as staff become aware of the complaint. Where possible, attempts are made to solve the problem immediately. Where this is not possible, communication to the Practice Manager is required.

Upon receiving a FORMAL complaint, the following actions are undertaken in the period's lists.

Formal Complaint Process Timelines		
When	Who	Action
Immediately	Any Staffer participant comfortable talking to	Staff try to resolve concern immediately
ASAP	Participant or Staffer	Complete Feedback & Complaints Form
Within 2 working days	Practice Manager	If immediate resolution is not possible, the complaint is formally acknowledged within 48 hours
Within 28 days of acknowledgement	Practice Manager	Update to client lodging complaint if the complaint cannot be resolved within 28 days from acknowledgment.
Within 28 days of acknowledgement	Practice Manager &/or Director	If issue can't be resolved within 48 hrs the issue is escalated to the Director
	NDIS Commission	If resolution not to participants satisfaction, referral to lodge complaint with NDIS Commission
Monthly	Leadership team	Review of all complaints lodged that month (to drive service delivery improvement) Any recommended policy or procedure changes are communicated to the staff via email.

Complaints are formally acknowledged within 2 working days. We aim to respond to all complaints and grievances as quickly as possible, and within 28 working days from acknowledgement.

If a complaint cannot be responded to in full within 28 days of acknowledgement, clients are provided with an update, which will include when a full response can be expected.

Reporting

All feedback and complaints are used by Kid Sense Child Development to continuously improve our service delivery through regular Management reviews.

Complaint Escalation

If you feel a complaint has not been addressed sufficiently or appropriately, clients can seek further support from the Kid Sense Child Development Director, or alternatively through any of the following agencies:

NDIS Quality and Safeguards Commission

Online: www.ndiscommission.gov.au
Phone: 1800 035 544.

Australian Human Rights Commission

Phone: 1300 656 419
Online: humanrights.gov.au

South Australian Equal Opportunity Commission (for complaints relating to discrimination):

Online: www.eocsa.gov.au;
Phone: (08) 8207 1977 or 1800 188 163 (country callers);
Email: eoc@sa.gov.au; and
Post: GPO Box 464, ADELAIDE, SA 5001

For more Information

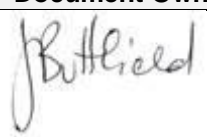
Kid Sense

- Complaints Management Procedures Training powerpoint
- *Feedback and Complaints* Form (Located in each clinics waiting room)

NDIS

- *Complaint Handling Guidelines for Providers* manual
- *How we deal with Complaints* – fact sheet

DOCUMENT CONTROL

Version No.	Issue Date	Document Owner
1	12/04/2021	
Version History		
Version No. 2	Review Date	Revision Description