

FEEDBACK FORM

Compliments, complaints and other feedback provide us with valuable information about your satisfaction with our services. Your feedback is seen as an opportunity for improvement.

Please tell us about your experience at Kid Sense Child Development.

This is a Compliment Complaint** Suggestion

I am a Participant Family Member Staff Member

Staff member on behalf of a participant

Participant Representative

Other: _____

Date: / /

Please share your ideas or suggestions with us

Would you like us to follow up with you on your feedback? Yes No

If yes, please provide your details below:

Full name _____

Phone _____ Email _____

** We encourage formal complaints to be sent to The Manager: officemanager@childdevelopment.com.au

Office Use Only

Entered onto Register

Further Action Required

Feedback, compliments and complaints can be lodged:

- directly with a staff member, either verbally or by providing a completed Feedback, Compliments and Complaints Form;
- by email to: kidsense@childdevelopment.com.au;
- by phone on: 08 8272 7522
- in writing to: 90 Unley Road SA 5061; or
- by placing a completed Feedback and Complaints Form in the Suggestion Box at any Kid Sense Child Development location.

A Kid Sense staff member will acknowledge your complaint within 5 working days. We aim to formally 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, you will be provided with an update, which will include when a full response can be expected.

Kid Sense ensures to appropriately involve the participant in the resolution of the complaint to ensure that they are satisfied with the outcome and to be notified of any outcomes and any decisions that are made. Complaints will be managed by the Business Manager, however if you believe your complaint isn't being handled appropriately it will be managed by the Executive Director

All feedback and complaints will be used by Kid Sense Child Development to continuously improve our service delivery.

Escalating Complaints

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

NDIS Quality and Safeguards Commission

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

Australian Human Rights Commission

Phone: 1300 656 419; and
Online: www.humanrights.gov.au.

The 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.

Consumer and Business Services SA

NDIS participants purchasing products and services also have rights and protections under the Australian Consumer Law (ACL), including provisions on customer guarantees and unfair contract terms. [Consumer and Business Services SA](#) provides information and advice and, in some cases, dispute resolution services for customer disputes under the ACL.

In addition, participants can contact the [Australian Securities and Investments Commission \(ASIC\)](#) if they have concerns regarding consumer protection in relation to finances.

© Amergin 2020 (Rev Kid Sense Child Development 2021) childdevelopment.com.au Ph 1800 543 736) Pg 2/4

Complaints about the NDIA

Complaints about the NDIA should be directed to the Agency itself or the Commonwealth Ombudsman.

Complaints to the NDIA can be lodged:

- by phone on 1800 800 110; and
- by email to feedback@ndis.gov.au.

Complaints to the Commonwealth Ombudsman about the NDIA can be lodged:

- by phone on 1300 362 072; and
- online at www.ombudsman.gov.au.

Please note that your all feedback will be lodged within our business' Complaints Register for our records to be kept for evidential and business development purposes (unless otherwise requested).

This information will not be shared with any third party

Thank you for taking the time to provide feedback about our service.

EEDDBACK APPENDICIES

Supporting Documents

Documents relevant to this policy:

- *Participant Rights and Responsibilities Policy and Procedure*
- *Feedback and Complaints Policy and Procedure*

Monitoring and Review

This Feedback (& Complaints) form, along with Kid Sense Child Development's *Feedback and Complaints Policy and Procedure* will be formally reviewed at least annually.

Formal reviews will include participant, staff and other stakeholder feedback.

DOCUMENT CONTROL

Version No.	Issue Date	Document Owner
1	27/11/2020	Joanna Buttfeld
Version History		
Version No.	Review Date	Revision Description
2	21/1/2021	Modified to included internal policies & wording - Karen O'Rielly

COPYRIGHT:

Kid Sense Child Development – Feedback and Complaints Form
Version 2

© Amergin 2020
Issued 21 January 2020