

Feedback, Compliments and Complaints Policy

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Feedback, Compliments and Complaints Policy		
Owner: Management	Policy Number:	Version: 1
Effective:	Review Date:	

Policy Intention

Connected Kids Allied Health is committed to providing high quality services and meeting your needs. We aim to meet our requirements within the National Disability Insurance Scheme (Complaints Management and Resolution) and NDIS Practice Standards.

We value your feedback – including complaints. Please let us know what we do well and where we can improve our services.

Procedure

We aim to make the process of providing feedback as easy as possible for service users and stake-holders.

All complaints will be dealt with in a respectful, sensitive and confidential manner.

All client complaints will be formally acknowledged within two working days.

We aim to respond to all complaints and grievances, in writing, as quickly as possible, and within 28 days from acknowledgement.

Feedback, compliments and complaints can be lodged in writing or via email:

Connected Kids Allied Health
Ashleigh Dalton | 0427 848 587
706 Sturt Street, Ballarat, VIC 3350
ashleigh@connectedkid.com.au

Or by completing an online feedback form through our website.

All feedback and will be used by Connected Kids Allied Health to continuously improve our service delivery.

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Advocacy

Each person has the right to access an advocate, of their choice, to assist in providing their feedback.

If an NDIS participant, you have the right to make a complaint about Connected Kids Allied Health service delivery directly to the NDIS Commission. This may be done by:

- Visiting the local NDIS office
- Phoning 1800 035 544
- Completion of a complaint form via NDIS Commission website (www.ndiscommission.gov.au/about/complaints)

References/Relevant Legislation

- Health Services (Conciliation and review) Act 1987 (Victoria)
- Health Records Act 2001 (Victoria)
- Privacy Act 1988 (Commonwealth)
- Health Practitioner Regulation National Law Act 2009 (Victoria)
- Human Rights and Equal Opportunity Commission Act 1986 (Commonwealth)
- Victorian Charter of Human Rights (2008)
- Disability Act 2006 (Victoria) -Describes the role of the Disability Commissioner
- Australian Standard AS/NZS ISO 10002:2014 Guidelines for Complaints Management in Organisations
- Managing unreasonable complainant conduct practice manual, 2nd Edition, VIC Ombudsman, May 2012

Related Policies/Procedures/Documents

- Feedback, Compliments and Complaints Form
- Privacy Statement Policy

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