



## **Feedback / Complaint Policy**

We value feedback and complaints because they help us to improve our skills in helping to create connected families.

This policy has been designed to assist both clients and staff. Kids Spot is committed to consistent, fair and confidential feedback and complaint handling and to resolving these as quickly as possible. We aim to make it easy for people to provide feedback or make a complaint if they are dissatisfied and we will treat all families making a complaint fairly.

### **Definition of a complaint**

Complaints are defined as any expression of dissatisfaction or grievance made to staff by a family or member of the public in relation to our business.

It may be received through various means including phone, SMS, email, handwritten, in person, in conversation or via a third party. Please direct your feedback to the Director or Practice Manager.

### **Informing clients of progress**

We strive to resolve all complaints within two days. Written complaints are to be acknowledged within two days.

Clients are to be given an approximate timeframe for resolution at the time they make their complaint.

Clients are to be informed of the progress of their complaint regularly, especially if there are any delays or changes to what has been agreed.

Clients are to be informed of any changes to our products or services as a result of their complaint.

Where appropriate, clients who have had a complaint resolved will be contacted at a later date to see if they are happy with how their complaint was handled.



## Responding to complaints

All people making a complaint are to be treated with courtesy. Where possible, complaints will be resolved at the first point of contact. If appropriate to the complaint, frontline team members can offer an appointment at no charge to resolve a complaint immediately, with the complaint to still be recorded.

If the complaint can't be resolved immediately, the client is to be given a timeframe, a contact person and details of our complaint handling process. Where possible, the staff member taking the complaint details will be the contact person.

At all times during the complaint handling process it is encouraged that staff members seek advice from the clinic director if required.

## Complaints can be resolved by:

- Bringing the complaint to the attention of the person to whom the complaint is directed
- Dealing with the concern directly by having this person contact the client involved
- Methods may include phone and email contact
- Escalation of the complaint by bringing to the attention of the clinic director

## Escalation of complaints

If a complaint cannot be resolved by the usual complaint process, it should be referred to the clinic director and the client will be informed and given an amended timeframe for resolution.

If we cannot resolve the complaint to the client's satisfaction, we will inform them about where they can take further action (e.g., Office of Consumer and Business Affairs, Equal Opportunity Commission).