

COMPLAINTS MANAGEMENT POLICY

Policy Number and Name	18. Complaints Management Policy
Version Number	001
Date of Approval	01/07/2020
Authorising Position	Director – Rebecca Mungoven
Scheduled Review Date	01/07/2021
Last Review Date	N/A

1. Objective

The objective of this procedure is to ensure that complaints and grievances are resolved by negotiation through procedural fairness and that discussions between the parties are conducted in a respectful and confidential manner.

2. Complaints Officer

Beck Mungoven
Phone: 0423 384 604
Email: beck@spotforspeech.com.au

3. Purpose

At The Spot for Speech Pathology we strive to provide a high quality service to our clients. Client feedback, both positive and negative, is an essential part of assisting us to continuously progress and improve the quality of our service. We are committed to maintaining positive working relationships with our clients however, we recognize that from time to time a client or staff member may have a grievance that needs to be resolved. The procedures described in this document are designed to assist all parties involved in resolving any conflict or issue that may arise and cause a negative impact on the working relationship.

4. Procedure

The objectives for dealing with grievances are:

- To ensure all parties have equal access to the complaints and grievance procedures
- To provide all parties with the opportunity to have their concerns heard and addressed in a prompt manner
- To achieve constructive outcomes for situations of conflict within The Spot for Speech Pathology
- To ensure all complaints and grievances are resolved with minimal stress for all involved
- To ensure confidentiality is maintained

To assist you in giving us feedback, we have developed a 'Compliments and Complaints Form' which can be located on our website. Alternatively, you can lodge a complaint or provide feedback in person, over the phone or via email. We encourage you to let us know as soon as possible if you are concerned about any aspect of our service. Your suggestions can assist us with improving the quality of our service delivery.

Upon receipt of your complaint, The Spot for Speech Pathology will:

1. Acknowledge your complaint in writing within 7 calendar days
2. Investigate your complaint by reviewing the situation
3. Where appropriate, encourage you to discuss your concerns openly with relevant staff member/s, with our Complaints Officer or with a senior member of staff who has the authority to resolve your complaint
4. Communicate the outcome of our investigations to you and ensure that any recommended improvements or changes are implemented efficiently and effectively by The Spot for Speech Pathology
5. Respond to your complaint appropriately which may include but is not limited to; taking no action, offering you an apology, waiving fees, changing our company policies and procedures to ensure similar events do not reoccur, offering the option to transfer you to an alternate speech pathologist (at our cost for a handover session) and ensure that staff members involved receive additional support and training and/or supervision as appropriate

Where feasible, we will endeavor to resolve your complaint within 30 calendar days. If this is not possible, we will let you know the reasons for this in writing and give you an estimated time of a meaningful resolution.

In some cases, a complaint may require us to notify a regulator, professional body and/or our insurers e.g. if your complaint includes allegations of professional misconduct or leads us to anticipate a claim for compensations or other litigation. This may only become clear after we have completed our preliminary investigation of your complaint.

If you are unsatisfied with our response to your complaint, our Complaint Officer will endeavor to schedule a time to meet with you to discuss your ongoing concerns with a view to resolve the matter amicably. If an acceptable resolution is not able to be achieved, you have the option to take your complaint to Speech Pathology Australia (SPA), the Australian Commercial Disputes Centre (ACDC) or the Fair Work Commission.

Complaints and compliments provide us with useful information about the quality of our services from our clients' perspective, we encourage you to provide us with honest feedback. We take all complaints seriously and will work hard to resolve them effectively, efficiently and to your satisfaction.



• FOR SPEECH PATHOLOGY •

COMPLIMENTS AND COMPLAINTS FEEDBACK FORM

The Spot for Speech Pathology is committed to providing high quality services to our clients. We value your feedback, both positive and negative, as it is an essential part of assisting us to continuously progress and improve the quality of our service. Please complete the following form and return it to us in person or via email at info@spotforspeech.com.au. Alternatively, you can speak to one of our staff members or the Complaints Officer, Beck Mungoven, in person. We will acknowledge receiving your compliment/complaint in writing within 7 calendar days and will endeavor to resolve your complaint within 30 calendar days. Thank you for your feedback.

Client Name	
Contact Number	
Email Address	
Your relationship to the client	
Your compliment or complaint	
Has this matter been brought to our attention on a previous occasion?	
Have you spoken to your speech pathologist regarding your complaint?	
What outcome or resolution are you seeking from this complaint?	
Form completed by	
Signature	
Date	