



## Complaints Handling Policy & Procedures

### Policy

Interactive Speech Pathology is committed to ensuring that all consumers of the service, including clients, family members, carers, and other relevant stakeholders are free to make complaints, to have their grievances dealt with promptly, fairly and co-operatively by Interactive Speech Pathology. Treatment of complaints will be fair to both the complainant and respondent, will be responded to courteously and will be given high priority for resolution and remediation. Complaints will be resolved closest to the source of the complaint as possible.

### Procedure

Interactive Speech Pathology will:

- Provide information in appropriate formats on the complaints and feedback policy and procedures for consumers and have them easily accessible to consumers.
- Ensure all employees and sub-contractors have been provided with a copy of Interactive Speech Pathology's Complaints Handling policy as part of their orientation to the service.
- Encourage consumers to maintain open lines of communication with their speech pathologist and, if required, the lead speech pathologist and manager of Interactive Speech Pathology, by inviting opportunities for feedback to be provided on a regular basis.
- Ensure consumers are aware of avenues available to them to make complaints, including in person, by phone, email, or other written correspondence.

Lodging a Complaint:

- A complaint may be lodged in person with any of our staff, by phone (0416 167 788), mail or email.
- Complaint correspondence may be addressed to: [enquiries@interactivespeech.com.au](mailto:enquiries@interactivespeech.com.au) , or Interactive Speech Pathology, Kulungah Myah Family Centre, 136 Le Souef Drive, Kardinya WA 6163.

When a complaint is received, Interactive Speech Pathology will:

- Advise the consumer in writing (within three working days) that their complaint has been received by the manager of Interactive Speech Pathology and is being addressed.
- Ensure complaints are investigated in a fair and reasonable manner with both the complainant and respondent to reach resolution, if possible. Resolution of the complaint is sought within ten working days.
- Ensure an electronic confidential record is created for each complaint raised, outlining the actions taken, correspondence entered into and overall summary. A record of complaints will be reported to the service's funding bodies (as per contractual agreements).
- Ensure that all complaints are treated as private and confidential in accordance with the service's Privacy and Confidentiality Policy.

In the event that the complaint is not able to be resolved to the satisfaction of the complainant, the manager of Interactive Speech Pathology will advise the complainant of his or her rights and avenues to take the matter further, including the funding bodies' complaints management systems.

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