



Rainbow Speech Pathology

Complaints Management Policy

Rainbow Speech Pathology (RSP) values complaints as a powerful means of feedback from its clients and members of the community. We are committed to being open and responsive to all feedback.

Complaints and feedback will be handled respectfully, confidentially, promptly, and with no adverse consequences for the complainant. RSP, will ensure all complaints are investigated fully as part of our commitment to accountability, continuous improvement, and transparency.

Our interactions with complainants will be based on active listening, empathising, and acknowledging when our services were not the best they could have been. Complaints and feedback will be monitored for all opportunities to improve our services.

Policy

Complaints refer to issues of a negative nature brought to the attention of RSP by clients and members of the community to bring change or resolution. Feedback refers to both suggestions for improvement and compliments. Suggestions for improvement differ from complaints as they specify possible changes for RSP but do not involve an issue of a negative nature. All complaints are taken seriously to ensure the wellbeing of our clients and our employees, to provide a quality and safe service.

All complaints should be addressed to the Principal of Rainbow Speech Pathology, Calla Dolton calla@rainbowspeech.com.au, or orally via telephone on 07 3603 4997. Complaints can be made anonymously.

Confidentially

Any complaint received will be dealt with in a confidential manner. Only the people directly involved in making, investigating, or resolving a complaint have access to information about it. In some circumstances we may be required by law to disclose information gathered as part of an investigation, and only the required information will be disclosed to the respective government agency/department/law enforcement.

Support

RSP ensures all parties are informed of their right to have a support person or advocate present to assist or represent them during the formal complaints' procedure. Formal complaints can be written or verbal. If verbal, the assisting staff member will document the complaint. Complaints can be submitted anonymously via telephone.

Non-retaliation policy

RSP ensures any complaint is free of repercussions for the complainant. RSP takes all necessary steps to ensure that there are no adverse consequences for any client who makes a complaint.



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No detailed information regarding a complaint, such as the nature of the complaint or employees involved, will be kept on an individual's client file. All detailed information will be kept in the separate Complaints Register.

Complaints Process

Our formal complaints follow the following process:

- Acknowledgement
- Investigation
- Resolution
- Review

Acknowledgement

Any complaint received, will receive an acknowledgement, and an investigation will commence. Depending on the nature of the information provided, RSP may request further information.

Investigation

The complainant will be kept informed during the investigation. Once the investigation is concluded RSP will provide the complainant with an overview of the outcome of the investigation including how a decision was determined.

RSP ensures all clients are informed of the existence of this policy and its related procedures at the commencement of receiving services. A copy of this policy is made available to clients via their service agreement.

Resolution

Once the investigation has been completed the complainant and the respective employees will be advised of the outcome of the investigation

Review & Records

A systematic review of all complaints will be conducted on an annual basis to understand if there are any trends. All records of complaints will be kept for a period of 7 years to assist with this process.

Complaints to NDIS Quality and Safeguards Commission

A person can make a complaint to the Commissioner about any issue connected with supports or services provided by an NDIS provider. Complaints can be made orally, in writing or by any other appropriate means, and can be made anonymously.

A complaint can be made to the NDIS Commission by:

- Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- National Relay Service and ask for 1800 035 544.
- Completing a [complaint contact form](#)