



## COMPLAINTS AND GREIVANCES POLICY

---

Melbourne Kids Therapy Pty Ltd's (**Melbourne Kids Therapy**) users are encouraged to raise concerns, and can expect to have grievances dealt with in an effective way.

### Objective

The objective of this Complaints and Grievances Policy is that service users of Melbourne Kids Therapy understand how to make complaints, and that they will have grievances heard and dealt with in a systematic and effective way. Grievances will be resolved swiftly.

### Policy Statement

All people who use services provided by Melbourne Kids Therapy are encouraged to express any concerns they have during that service provision.

Issues can be raised in person, over the telephone or via email. In order to activate the complaints procedure contained in this policy, a complaint must be made in writing. Service users are entitled to be represented during the process by an advocate of their choice.

Straightforward complaints will be addressed within 10 working days and responses provided within the shortest possible time.

Complex complaints requiring extensive investigation and negotiation may take longer to resolve and in this instance, the service user making the complaint will be informed of probable timelines within 10 working days of Melbourne Kids Therapy receiving the complaint. The service user will be advised of any amendment to the previously communicated probable timeline within 5 working days.

Melbourne Kids Therapy intends that its response to complaints will:

- Be timely
- Support resolution by discussion and negotiation between the parties
- Keep you informed of progress
- Be comprehensive, fair and unbiased
- Not impact on your ongoing participation with Melbourne Kids Therapy's services
- Allow for the complaint to be withdrawn at any stage

Complaints and responses will be recorded and stored by Melbourne Kids Therapy in accordance with its Privacy Policy. They may be used to assist ongoing quality control and service improvement.



## Procedure

### 1. Communicate your complaint

Complaints must be made in writing and sent to Karyn Joel of Melbourne Kids Therapy by either post to PO Box 130, Carnegie, 3163, or by email to [kjoel@melbournekidstherapy.com.au](mailto:kjoel@melbournekidstherapy.com.au).

### 2. Resolve the problem

Melbourne Kids Therapy will respond to complaints within the shortest possible time, but by no later than 10 working days.

Melbourne Kids Therapy will discuss your complaint with you, and endeavour to reach a resolution.

### 3. Outcome

The outcome of the complaint will be recorded and communicated to you.